

**Rotary**  
District 9620



rotary  
youth  
exchange

# Club, Counsellor and Host Families Manual

## Youth Exchange Program Rotary District 9620

( [www.youthexchange.rotary9620.org](http://www.youthexchange.rotary9620.org) )



STUDENT NAME:

Date of Birth:

Australian Mobile:

Email address:

Australian School:

<i>SPONSOR</i>	<i>Name</i>	<i>Email</i>	<i>Mobile</i>
Club President			
Club Secretery			
Club Councillor			
District Coordinator			
Host Family 1			
Dates	move in -	move out -	
Host Family 2			
Dates	move in -	move out -	
Host Family 3			
Dates	move in -	move out -	

# YOUTH EXCHANGE PROGRAMME

## WELCOME

The District 9620 Youth Exchange Committee would like to sincerely thank

- The Rotary Club
- The Rotary Club Counsellors
- The Host Families

for their support in this wonderful and life changing program. Without the support of these 3 groups your exchange program could not and would not operate.

To assist all the interested groups the District 9620 RYE Committee has developed this manual as a guide to help all parties through the exchange process.

## OBJECTIVES

1. To further international goodwill and understanding by enabling students to study at first hand some of the problems and accomplishments of people in land other than their own.
2. To enable students to advance their education by studying for a year in an environment entirely different from their own, and undertaking study courses and subjects not normally available to them in secondary schools of their own country.
3. To broaden their outlook by learning to live with and meet people of different cultures, creeds and colours from their own, and having to cope with day to day problems in an environment completely different from the one they have experienced at home.
4. To act as Ambassadors for their own country by addressing Rotary Clubs, Community organizations and Youth Groups in their host country and by imparting as much knowledge as they can of their own country and its problems to the people they meet during their year abroad.
5. To study and observe all facets of life and culture in the country where they are hosted, so that on their return to their home country they can pass on the knowledge they have gained, by addressing Rotary Clubs, Youth Groups and Community organizations.

## D9620 RYE Commitments

1. To making the exchange year for each student, the best year of their life.
2. To ensure the club enjoys their experience with their exchange student.
3. To provide all assistance possible and training to make this year happen.

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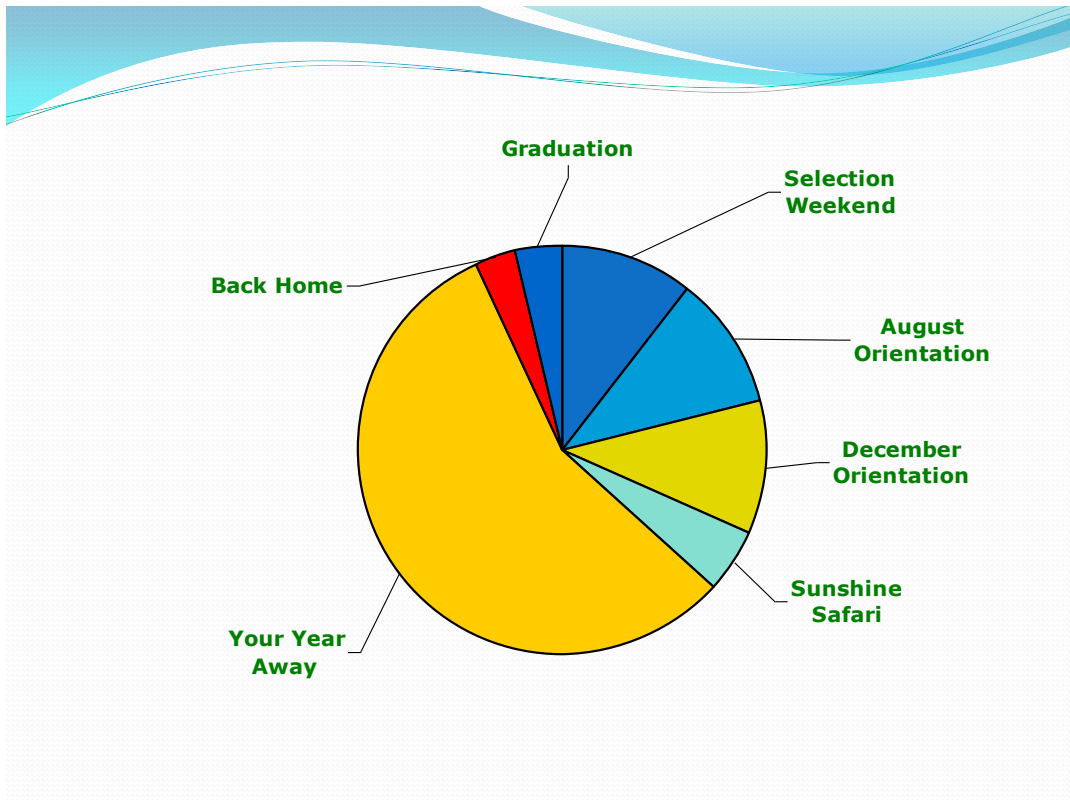
# GUIDELINES

## FOR HOST CLUBS

## GUIDELINES FOR HOST CLUBS

### ROTARY YOUTH EXCHANGE

The Rotary RYE is not just for the 12 months the students are overseas, it starts almost 12 months before they leave as shown in the chart below.



Upon return and graduation there is a lifetime of involvement with Rotary.

What a good way to attract future Rotarians and get the message of Rotary out to the world.



**The Exchange process** has many components to it and many deadlines to be met. District 9620 RYE Committee has developed an annual flow chart for the exchange process. This flow chart sets out on a monthly basis the events or actions that the club and district need to attend to. The District RYE Committee hope that this flow chart will help the Rotary Club with their understanding of the RYE process. See Appendix 1.

**The host Rotary clubs responsibilities can be broken down into the following areas.**

## **1. COSTS**

### **(a) Outbound student**

In D9620, it is a user pays program. Parents pay a global fee that covers airfares, Rotary Insurance cover, uniform (blazer, polo shirt and hoodie), business cards, name badge, administration, selection and orientation weekend costs, Sunshine Safari. In addition, parents may have other costs such as trips (organized by Rotary in host Country), other activities and excursions, pocket money, clothing and other miscellaneous costs.

There is no cost to clubs except for:

- Meals for the student to attend the club after their selection and again before their departure on exchange and again when they return. (Accompanying parents can be asked to pay for their own meals).
- 6 Club Banners for the student to exchange overseas

### **(b) Inbound student**

- Allowance of \$150/month (or as recommended by Rotary International) NB This is **NOT** pocket money! This allowance recognises the ambassadorial nature of the student exchange.
- Meals at weekly meetings (about 30 meals). We encourage students to attend all club meetings except club assemblies.
- District Conference is compulsory for the students and the clubs are to pay associated costs.
- Schooling
- prescribed school books (Second hand) ca \$120.
- Travel to & from School
- School levy (charged to all students) ca \$150 (depends on school and on subjects involved).

Some Rotary clubs have a good arrangement with their local private school and no tuition fees are charged. Where clubs do not have this arrangement the student will attend a state high school. It is up to each club to make their own arrangements with the high school where the student will attend. Where a student is attending a private high school they must be enrolled before the end of July for the School to be eligible for the government grant. The parents of inbound students are responsible for the cost of uniforms and all school activities, excursions and have signed an agreement to do so on the student's application form.

## 2. CLUB COUNSELLOR

The Host Club must appoint a counsellor for both the inbound and outbound exchange student.

- The Club Youth Officer could not take the role of Club Councillor to avoid conflict of interest.
- The Counsellor is the most important person in the program. A good counsellor is essential for the success of the exchange.
- The Club Counsellor or a club representative **must** attend district training sessions, even if they have been before.
- The Club Counsellor should organise a meeting of all host families and discuss the inbound student before they arrive and set any ground rules that the Club requires. Suggested items to talk about, any health issues, school clothing, books etc, any activity that may cover two host families, hosting periods, etc
- The Club Counsellor / Youth Officer should ensure that all adults over 18years in the host families have current Blue Cards.
- The Club Counsellor / Youth Officer should ensure that their club has completed compliant forms and returned them to the RYE District Compliance Officer before the student arrives at their club.
- The Club Counsellor / Youth Office should ensure that host families meet the requirements of the compliant items mentioned in the compliance forms.
- The Counsellor must establish good rapport with the student.
- The Counsellor should greet the student on arrival and host the student for the first few days to help them settle in.
- The Club Counsellor must meet and interact with the student at regular intervals to identify any issues that might detract from the exchange and not wait for the student or host family to report any concerns.
- The Club Counsellor is **NOT** just the student counsellor but is responsible for trouble shooting and ensuring the welfare of both host families and student.
- The Club Counsellor should have regular contact with the host families.
- The Club counsellor should advise the district area co-ordinator if they have any concerns about the student.
- The Club Counsellor is responsible for student discipline. Again, a good counsellor must be prepared to say **NO** to students requests if he/she is concerned for any reason. On the other hand, we want students to have a rich and varied exchange experience, so we want them to experience the life here as a normal Australian teenager. If students want to sleep over at a friend's house, host parents or counsellor should ring the friend's parents to ensure they will be supervised, particularly if there is a party. If students want to attend a party during the school week, or attend more than one event a week, you might consider saying NO!
- The Club Counsellor should also set the boundaries for students
- Early intervention can solve most issues.
- The Club counsellor could not be a host parent.
- It is recommended that Club counsellor to be the same Gender of the inbound student, if not they need to have a partner who are willing to support them in their role, and they need to seek approval from the club president.
- Youth Exchange Committee members are available to help with any concerns. Youth Exchange Committee members are always happy to hear any news where the student has excelled.

### 3. HOST FAMILIES

Long-term exchange students must have more than one host family (Rotary International Requirement) during their exchange, preferably three different families. Parents of outbound students are required to host a student for a minimum of 3 months. We are also advising parents that Rotary Clubs may ask them to host for 12 months over a three year period.

The Rotary Club must ensure that the necessary family & home checks have been completed as required by Rotary International and State Education Departments. Refer to YESCL 2 & YESCL 5 found on Rotary District 9620 website [www.rotaryyouthexchange9620.com.au](http://www.rotaryyouthexchange9620.com.au) .

- The best host families are responsible, willing, and interested in welcoming a young person from another country into their home.
- **Host families do not need to be Rotarians** – In many other Rotary Countries, Rotary requires the families to host for 12 months. The clubs will sponsor and host two or three students and therefore have host families guaranteed.
- Host families often become interested in joining Rotary because of their involvement in Youth Exchange.
- Host families do not have to be young.
- Older host parents are often valued as grandparents! The only requirement is to like, take an interest in, and communicate with students
- Host families do not have to have children living in their home
- Apart from providing board and lodgings (a bed and 3 meals a day), host parents are **NOT expected to be out of pocket for any other student expenses**. If the family is going to a theme park and wants the student to pay for their own ticket, this should be discussed with the student beforehand. Many families, however, want the student to be included as a family member and will offer to pay for the student (but they should never be expected to pay). **Clubs are not expected to pay either!**
- Host parents must **NOT** treat students as guests in their home, they must accept them as a member of their family and expect them to fit in with the family and its rules, be subject to family discipline, and carry out their share of household chores (wash the dishes, mow the lawn, etc). In fact, some host families require students to do their own washing and ironing. The rule is, students must adapt to each family.
- Host parents should not be afraid to say **NO** to students. **Students are not permitted to do as they like!**
- Host parents must set the boundaries for students in their home.
- The golden rule for host parents is: “would I let my own child do this” or “would I expect my own child to do this?” Exchange students should not be treated any differently!

### 4. SCHOOL

Rotary exchange students are on a student visa and **MUST** attend school regularly (95% attendance) and must take their studies seriously. Students are required to have some time off school for Rotary activities but, apart from these rare instances, host families and counsellor must not support non-attendance at school.

## 5. CERTIFICATION

District 9620 is certified with Rotary International as an approved Youth Exchange District. District Certification is renewed each year with Rotary International.

As a result of Rotary International Certification, Rotary Clubs participating in the program must comply with the following items:

- |                                       |          |  |
|---------------------------------------|----------|--|
| 1. Club Certification Criteria        | YES CL 1 | Be familiar with the information in  |
| 2. Host Family Report                 | YES CL 2 | Complete and retain for 5 years  |
| 3. Club Counsellor Report             | YES CL 3 | Complete and retain for 5 Years  |
| 4. Volunteer Declaration Form         | YES CL 4 | Complete and retain for 5 Years.   |
| 5. Inbound Hosting Check list         | YES CL 5 | Complete, if applicable and return to the District RYE Compliance Officer. |
| 6. Outbound Check List                | YES CL6  | Complete, if applicable and return to the District RYE Compliance Officer. |
| 7. Club Protection Officer Check List | YES CL7  | Complete the form and return to the district RYE Compliance Officer.       |

## 6. STUDENT DISCIPLINE

- All students are expected to be good ambassadors during their exchange. They must have a good attitude and strive to make the exchange an enjoyable experience for all involved, particularly host families and clubs.
- Sometimes personalities clash but host parents, as the significant adults in the life of the student at that time, are expected to talk through the issues. Often there will be no fault on either side, just misunderstanding, and communication can resolve these readily.
- Rotarians should be firm, but reasonable with students.
- Issues should be addressed early!
- If issues can not be readily resolved by host parents, they should discuss this with the Club Counsellor who should clearly set out expectations of the student and make it clear that the student must have a good attitude and accept host family rules and expectations (providing they are reasonable!)
- In the rare case that a student persistently misbehaves, the District Chair can be invited to step in to help resolve the issue (and they will!).
- **No club is expected to tolerate a student with a poor attitude.** All clubs have an absolute guarantee that students who have a poor attitude and fail to respond to counselling will be sent home. Obviously, this is a last resort but, if it needs to happen, the earlier it happens the better. The aim is to minimise damage to the club and host parents. The exchange must be a good experience for all involved.
- The RYE Chair has the final decision on discipline and travel matters pertaining to the inbound students.

## 7. RECIPROCAL PROGRAM

The Rotary Youth Exchange Program conducted in District 9620 is a reciprocal exchange program in that, if a club send a student overseas on an exchange for 12 months then the club must host a student for 12 months.

The only exemptions from the reciprocity condition is for students on exchange from Papua New Guinea, Solomon Islands or Nauru.

## 8. ROLE OF DISTRICT AREA COORDINATOR

Every student has been allocated a District 9620 Area coordinator.

If the club has problems/ issues with the exchange student the first point of contact is the District 9620 Area Coordinator.

The District Area Coordinator is there to assist and coordinate in the following areas

- Liaise between district and club
- Help with training the club and families
- Obtain Monthly reports from students
- Monthly/regular contact with club councilor
- Be able to help with any and all problems
- Area Coordinator is conduit between Club, Student and District

Each District Area Coordinator will also specialise in a Country as a back-up to the Area Coordinator supporting the student, should any cultural differences/misunderstandings arise

**The Exchange students are like any teenager and need help, guidance and discipline. The District 9620 Youth Exchange Committee are very grateful for your club giving both the time and money to provide these student with the experience of a life time which allows them to not be a tourist but live as a local. They enjoy and benefit from the experience tremendously.**

## 9. DISTRICT 9620 GRIEVANCE PROCEDURE

Rotary Youth Exchange District 9620 is committed to responding fairly and in a timely manner to complaints and concerns regarding our exchange program and service. To this end we have developed a grievance procedure and flowchart setting out the method we will adopt in responding to grievances and the time frame in which we will endeavour to respond. In order to achieve this aim, we require the party aggrieved to provide full particulars on which they rely regarding their grievance. If there are further details required, this will delay the response.

Rotary Youth Exchange District 9620 has developed this policy in the recognition that Rotary Youth Exchange Students, their parents and / or guardians have the right to complain or appeal when they feel they have treated unfairly.

### **Process**

Complaints will not be prejudged. All parties must approach the issue reasonably and in good faith. Issues and problems are best resolved locally. The procedures in resolving problems and issues must have been followed prior to lodging a complaint.

All complaints or grievances must be in writing and the grievance flowchart procedure on our website followed.

Full details of the complaint, the complaint, the steps that have been taken to attempt to resolve the issue must be provided.

The complaint will be investigated thoroughly, and a timely response provided.

The investigation may (but not necessarily) include any or a combination of any of the following:

- Meeting (with interpreter where required)
- Referral to the appropriate individual
- Conciliation / arbitration
- Resolution
- Communication and explanation of the decision.

### **Dispute Resolution Flowchart**

- a student may contact the Queensland Registration Authority if the student or parent is concerned about the conduct of the Queensland registered SEO under the guidelines; and

- the Queensland Registration Authority, under part 6, division 1 of the Act may suspend or cancel the registration of a SEO; and
- the complaints handling process described in the policy does not prevent a student from exercising rights to legal remedies

## **10. YOUTH EXCHANGE EMERGENCY OR DISASTER MANAGEMENT PLAN**

Although rare, emergency situations do occasionally arise during Youth Exchange activities. Preparation for any possibility is an essential part of a Youth Exchange program. How the student's family and the media perceive the handling of an emergency will have a direct impact on the program. These guidelines outline how to prepare in advance, the individuals to contact, and the steps to follow during an emergency.

[See Appendix 12 Crisis Management Plan](#)

# GUIDELINES

## FOR COUNSELLORS

# GUIDELINES FOR COUNSELLORS

## Your Role as Counsellor

The role of the Counsellor is very important and cannot be overstated. The Club Counsellor is the vital link between the student and the District whether it is for an inbound or out bound student

The Counsellor will be supported by the District Area Coordinator linked to their student.

Being a Counsellor for an exchange student is a very exacting and personal task, which each Counsellor will handle in his or her own individual manner. However there are many important points to bear in mind.

The Counsellor must be the holder of a "Blue Card" and must complete an "Information and Declaration Form" giving relevant details about themselves, some references, and also confirming they have not committed or been accused and not cleared of committing a crime against a child or young person or been the subject of a Court Order preventing them from being with or within a certain distance of another person because of behaviour which the Court deems is of a threatening or disturbing nature to that person.

In addition, it is important that the Counsellor:

- Has rapport with young people and is committed to the student's well-being and happiness but who is also a person able to see that the student and host families abide by the Rotary rules.
- The student should be helped to settle in quickly, feel at home, participate fully in the life of the Club and form a good relationship and friendship with you. The student should feel comfortable discussing any matter with the Counsellor, particularly in times of need and stress.
- The Counsellor should ensure that the student attends club meetings and club events wherever possible. It is desirable the students attend meetings at least once a fortnight.
- Can connect through being of the same gender as the student, or alternatively the Counsellor's wife/husband/partner is happy to also be involved in caring for and getting to know the student (has to be approved by the Club president).
- Remains impartial in a dispute between the student and the host family. They must
- clearly understand their role.
- Has linkage with, but is not the club president, Club Youth Officer, principal or teacher responsible for the student at the School they attend or the Chairman of the District Youth Exchange Program Committee.
- Greets the student on arrival and organizes their settling in and school enrolment.
- Set up the student's emergency money account requiring three signatures to operate the account, namely that of the Counsellor and one other Rotarian and the student. Any two to sign.
- Organizes safe-keeping for the student's passport and airline tickets (after taking copies of these) in a place where they will be safe, but where the student has access to them
- Discourages the student from contacting home by phone too frequently (we suggest no more than once every two weeks) but also seeing that the host family will always allow the student to phone home if they really feel they need to. It is better for the student to be in regular email/message contact with their family.
- Has the time and commitment to talk with the student at least every second week and see that the student is involved with the host Rotary club.
- Is a Rotarian who is prepared to take whatever steps are necessary to ensure the student is protected and treated kindly and fairly.
- Supports the student to obey the rules and is fulfilling his/her obligations as a family and school member.
- Undertakes the required District Training Sessions



- Familiarizes themselves with the requirements of Staying Safe on Exchange (Forms YESP DI 2) [See Appendix 3](#) and Youth Exchange Sexual Abuse and Harassment Reporting Guidelines [See Appendix 11](#)

## COUNSELLOR RESPONSIBILITIES

### Inbound Student Checklist

To help the club counselor ensure that they have covered the numerous aspects of the exchange a checklist is provided in [Appendix 2](#).

#### First contact

Make contact with the student by e-mail or skype prior to his/her departure and provide some details about yourself and your family, as well as the Club, the city or town and the immediate surroundings. Give appropriate information to assist in the student's final preparations and obtain details of the intended date of arrival and flight.

#### Welcome

It is important for the Counsellor to be at the airport for the arrival of the student and to make him/her feel as welcome as possible. Make sure that the student gives a quick call to his/her parents to advise of their safe arrival. Counsellors may wish to host the student for the first 3 - 5 days in their home, before they go to the first host parents. This helps form the bond that is really essential between Counsellor and student.

Remember your partner is just as important - the student may relate to your partner even better than to you! The student may feel strange and a little homesick.

Remember, the student is in a foreign country without parents or siblings, in new surroundings and, most significantly, often having to communicate in a new language - it can be tough!

#### Establishing the rules & acceptable behaviour

Perhaps the most important aspect of this settling in period is establishing the rules. Outline the Club's rules regarding the exchange, and what is expected of the student throughout the year, gently but firmly. Remember, you should establish a caring, friendly relationship: set the guidelines now! Be aware of District rules (as per the student agreement [appendix 6](#) & acceptable behavior policy) and make sure that the student is also aware of and understands them.

**Every student is different** and the Counsellor, Host Parents, and the Club and its members should bear this in mind when greeting and assessing the student. The students are growing up fast - at an alarming rate - and becoming more independent. They are no longer children but young adults, and the hormones too, are working all the time. For some it is great fun, and for others a little daunting. For us, it is great fun observing, and a challenge to assist! It is a great Program and it is a privilege to be involved in it.

#### Overseas Student Health Cover

The District will strive to send the student's Overseas Student's Health Cover with the Counsellor's package prior to the student's arrival. If this has not arrived in time, contact the RYE Chair for advice. Regardless of whether or not the students have the card, they are covered as soon as they arrive in Australia. OSHC provides the same coverage for the students as Medicare does for Australians. There is no bulk billing, and students must pay for medical visits, then claim back the refund from Medibank Private.

#### Insurance

In addition to the Overseas Student Health Cover (OSHC) insurance required by the Australian Government, students must have Health and Travel Insurance policy that meet Rotary International guidelines. The District RYE Chair must verify in writing that the students' insurance policy meets the minimum requirements. **Host Parents should NEVER pay student's medical or dental bills** as these should be paid by OSHC and their own travel insurance cover.

## School

The student is in Australia on a student visa and must attend school. In this District we place a high level of importance on schooling. It is at school that students build lifetime friendships in their own age group, will quickly learn the language if it is new to them, and become accustomed to the "Australian way." Because students are here on a student's visa, the visa will be revoked if their attendance at, and commitment to, school is unsatisfactory.

Because of the growing acceptance of fee paying overseas students in our schools, unsatisfactory attendance may result in the Rotary Club being liable for the Education Department fee for overseas students (approximately \$8,000). We rely on the support of the schools for the success of the exchange program.

The Club Counsellor should take the student to school for the first few days and arrange an introduction with the School Principal. Guide the student in choosing subjects that are not going to require huge amounts of study, and subjects that he/she has not studied in his/her own country. The student will become involved in Rotary, have outings and official commitments and also have the ability to do optional tours. It is better to do fewer subjects and do them well. Some students obviously find the going a little tough at school in the early part of their exchange, particularly if English is not their first language.

Refer to questionnaire at [appendix 9](#) for some help in school integration.

Students sometimes need a good result to take back to their own school, so that they do not have to repeat the year at home - so help them wherever possible. 'Private' tutoring from host parents, club members or their partners can often make the going easier.

Suggest perhaps one summer and one winter sport for school. Organize the books (cost to the Club), the uniform, (cost to the student), and let the school know when the student will commence school (within a few days). Let them settle in and get over the jetlag! Check their progress at school regularly, and ask to see their reports. If any problems arise, resolve them with the school.

It is important for you and your club to establish who is responsible for the cost of schooling: school fees, if any, books (or school lending library if applicable), sporting events, school outings and camps. Sport outside of school is the responsibility of the student. Eg. Playing club sport. The host club is responsible for the cost of transport to and from school. Let the student know up front, and in this way avoid confusion.

Clubs should meet the cost of school fees and books and help to organize second hand uniforms. Students should be notified of uniform requirements and, where applicable, the availability of second-hand uniforms. Transport costs, other than to school, are always the responsibility of the student.

### Settling in with host families

It is a good idea to have a meeting of host parents before the student arrives to explain the club guidelines and to give 'new' host families an idea of what to expect and how to handle a new son or daughter in the household. At that meeting the club counselor should provide to the host family a district 9620 Counsellor and host families manual (GEN07.1).

Families that have hosted before should be reminded that each student is different and comparisons should not be made between the newcomer and their predecessors. Treat each one as an individual and you will get along famously. Try not to call them by the previous student's name - they get quite upset!

When the student arrives, introduce him/her to host families and show them where they will be living for the next 12 months.

When the student moves to a new host family, please ensure that they discuss the first night questionnaire. Usually the first night, and then again after about 10 days, as some ideas may have changed (all part of the settling in process). Maybe adjustments need to be made.

### Sexual harassment /sexual abuse

These are very delicate subjects. Rotary has laid down a procedure to deal with these matters, and you and the student should be familiar with the "Youth Exchange Abuse and Harassment Allegation Reporting Guidelines" as set out in Appendix 11. In addition you and the student should be aware of the Rotary document "Tips for Students to Use to Stay Safe" A copy of each of these forms is attached.

See Appendix 3

Students will be briefed on these subjects and the process by the District Youth Exchange Committee at Orientation (which takes place in August and December each year.)

### **Protecting our students**

All volunteers who work with children must apply for a "Blue Card" for Child Related Employment as required by the Commission for Children and Young People and Child Guardian Act 2000 (Old). This will include all District Committee members, Club Counsellors and Host Families (every person aged 18 years and over who resides in the host family home). If any of these people have a suitability card through their employment (e.g. teachers), they still must apply for the card for volunteers. The District Chair will contact Counsellors to ensure the provisions of the Act are complied with. See [www.bluecard.qld.gov.au](http://www.bluecard.qld.gov.au) website for details of the steps needed by legislation to protect students from harm and promote their wellbeing. Rotary International also requires that volunteers working with young people must complete the Rotary Youth Volunteer Information and Declaration form. Appendix 15

### **Regular contact with student**

Call your student on a regular basis to see how he or she is settling in. Make sure that they attend Rotary regularly (with most clubs, every week).

The student can become involved in fund-raising as well as other activities: the more involved they are, the more your club will get out of the program. Your student should get to know all club members. If the club is arranging a night at the theatre or other function, remember to include the student.

Club members should be encouraged to take the student for weekends, on theatre outings, picnics, short trips etc. You should invite the student for dinner with your family occasionally, and any appropriate outing. In this way, you maintain a good relationship, and remind them of their responsibilities, as required.

### **Ambassadorial Allowance**

The club should agree the amount to be given to the student for their allowance. At present \$150.00 per month is the recommended amount by Rotary Youth Exchange Australia. We would encourage Clubs not to pay more than the recommended monthly allowance. The student grapevine is amazing and they all compare! Arrange with the treasurer to make these payments on time. It gets embarrassing for the student if they have to ask for this allowance all the time.

### **Work**

Many students have worked at home to help to pay the cost of their year away and like to have extra funds available to help defray the cost of the Safari etc. The student is not, under any circumstances, allowed to take a position, either part-time or casual, which has a regular or rostered work schedule. This is a requirement of the visa.

The student may, with approval from the Counsellor, take casual work such as baby-sitting, language or music tutoring etc. and be paid for this work.

However, there must be no conflict with the student's responsibilities to Rotary, School, Club or Host Family. They come first - a job, a distant second.

The Counsellor must strictly control this aspect of the exchange as the workload should never compromise the student's main purpose for being here - school and the experience of a new culture and a new life style in a foreign country.

### **Travelling**

Host Parents are under no obligation to take the student on holidays or provide tours. Where the host family is going away and cannot take the student, they should advise the Counsellor well in advance and the Counsellor is required to make suitable alternative accommodation arrangements for the student during the period of the host family's absence. However, most students do manage to see a lot of Australia due to the generosity of their host parents, their Rotary club and individual Rotarians. They can

ask the student or their natural parents to assist in costs arising from this travel. Eg airfares. Where this occurs, it is an added advantage to the exchange, not an entitlement.

Any arrangements for the Student to travel outside District 9620 requires the prior written approval of the host family, the Counsellor and the District Chairman who has the final say. Students are advised that they will not necessarily be granted permission to travel even after completion of the form.

Where travel is properly authorized, the student is required to abide by the rules and regulations laid down as a condition for such travel. Travel Request Forms are provided by the District committee. The forms can also be found on our web site [www.rotaryyouthexchange9620.com.au](http://www.rotaryyouthexchange9620.com.au). It is essential that this form is received by the District Chairman for consideration of the travel request, before the requested travel is commenced. **See Appendix 4**

Host parents should ensure that contact telephone numbers and addresses of the student while away are obtained in case of emergency or the need to contact the student for any reason. Unaccompanied travel (even with another exchange student) outside our districts' extended boundary's is not permitted. Travel outside the District is not allowed unless the student is accompanied by a Rotarian or other responsible adult. Permission for the student to travel outside the District will be at the discretion of the District Chairman.

**Under no circumstances may a student conclude travel arrangements on their own initiative and expect the host parents, Club Counsellor or District Chairman to agree with those arrangements.**

**Students are** to provide a report on your exchange before the 1<sup>st</sup> of each month, any student who does not complete and submit their report by the due date will have **all travel request revoked** until the report is received.

As a special dispensation, students travelling within our districts extended boundaries with their host family for a weekend (2 days) do not need to seek approval for such travel. Approval is required for trips of 3 days or more. Under no circumstances may such travel be unaccompanied.

As a part of the Youth Exchange Program, the D 9620 District Committee arranges student tours, which are optional. The Sunshine Safari and Surfing weekend are compulsory. The costs of these tours are borne by the student.

Only recognized public transport or host family approved private car is allowed. Travel on commercial transport company trucks is not allowed.

### **Visitors**

Visits by family and friends from the student's home country should be discouraged. The student usually wants to experience the host country without the added worry of entertaining family and friends from home. Visits of this nature are very disruptive to the student. Monitor this aspect, use your discretion, and advise wisely. Visits within the first 6 months of the exchange are not allowed. Student's parents should not expect to spend more than 10 days with them and students must not act as tour guides for visiting parents. If parents must visit, they should do so during school holidays. Parents must not disrupt student's school, Rotary or host family commitments. **Visits by boyfriend or girlfriends are not allowed.**

### **District Reporting**

District 9620 RYE committee require a monthly report from the students. Make sure that the student sends their required report to their respective Country Coordinator and Sponsor District. Ensure that students keep in touch with their sponsoring club. This contact is important, especially when the student returns home. Everyone is happy that there has been a commitment by the student to Rotary and appreciation for the efforts of those who contributed to their exchange year. Sometimes students forget those back home.

## **Your commitment**

If by chance, you are unable to meet the commitment of being Counsellor due to a move or workload or a holiday, please discuss this with the student. Don't just disappear. Please make sure that your deputy or successor takes over with these guidelines to guide them, and is aware of what you have done to date.

## **Communication**

In this day of easy world communication by e-mail, internet, facsimile and telephone, it is important to discuss with the student the use of these facilities to avoid conflict with the host family. Ensure that the student establishes the rules of communication with the host families at the outset of each stay. Tying up phone lines, internet data uploads and downloads, payment of the costs, when and how, etc. should be discussed and agreed upon during the question and answer period on day one in each new home. Not every home has unlimited internet access

Counsellors should also be aware that excessive communication with family and friends at home can make the students settling in period more difficult. This is particularly the case with internet, SMS & Skype contact, which may be difficult to monitor.

## **Social Media**

Social Media is a great tool for students to keep in touch with friends and family both here and overseas. It is their private space but students should be cautioned about what is posted on their Social Media as it might impact adversely on their exchange. They should not comment adversely on host families or Rotarians.

## **Rotary Youth Exchange Portal (YEAH)) This program is not fully operations as yet in this District**

This database is used to record information on the inbound and outbound students participating in the Rotary Youth Exchange program. It is designed to allow students and users to gain needed information in a simple, clear and time-saving manner, and give the users access to the database through the internet.

### **Students can use the database to:**

- Fill in their application forms on line and update relevant information
- Fill in monthly reports while away on exchange
- Log into the Portal to find out information on:
- Upcoming events, insurance and travel information, contact person in host country or home.

### **Youth Exchange officers would use the Portal to:**

- Update and maintain all information needed on students
- Home and host information – country, district, club etc
- Person contact information
- Insurance, passport and travel information
- Update information needed on students home and host contact persons
- Student families
- Protection officers – club counsellors- youth exchange officers
- District chair
- Emergency contact person

### **Use this information to:**

- Send email to – selected group of: students, contact persons, club counsellors, chairs etc.
- Create lists and export them to PDF forms or spreads sheets
- Create own letter templates to print or send as emails
- Create own search templates
- Manage events
- Manage monthly reports

- Manage applications from students via the internet
- Manage payments from students
- Assist with placement planning via student country selection
- Easily give districts you exchange with access to relevant students.
- Each user and student is allocated a login and password

**‘A PROBLEM SHARED IS A PROBLEM HALVED’**

# ***Recipe for an excellent Youth Exchange Counsellor***

## **Ingredients**

- Enthusiastic Rotarians
- Wonderful students both inbound and outbound
- Teach them about Rotary and your Club
- Supportive host families
- Allow opportunities to get Rotary Members to know your exchange students outside the Rotary meeting

## **Method**

### ***Get to know your exchange students.***

- When your inbound student arrives in the country be the first to host them for between two days to two weeks. Help them settle in. If you have time, arrange bank accounts, school etc or arrange for someone else in the club to help you. Run through the rules for the district and your club. Talk about the club to them. Laugh, have fun with them. Those first few days are important to build a friendship with the student. They need to be comfortable with you, so they can discuss any problems that may arise, with you.
- Have your outbound student for a meal or an outing. Get to know them outside the Rotary meeting.

### ***Teach them about Rotary and your club.***

- Involve the students in your club activities, eg place them on the duty roster, participate in club activities.
- Each week have a Rotary Member do a 2 minute talk about Rotary explaining about different programs in Rotary.
- Challenge the student to research a Rotary project and then give a 2 minute talk about it the following week.

### ***Get to know the host families.***

- Invite non Rotary families to be a part of the Rotary Club
- Invite non Rotary families to club activities & meetings
- Invite them to your home
- Invite them to spend some time with you, have a meal or just to the local park

### ***Opportunities for the Rotary Exchange students to know your members.***

- Once a week member of Rotary club to either host inbound exchange student for a meal, breakfast, lunch, dinner, morning or afternoon tea or just half hour chat over coffee etc.
- Each week winner of raffle or selected member to send email, postcard, letter to outbound exchange student.

## **Cooking Time**

<b>Prior to Australia</b>	<b>6 months</b>
<b>In Australia</b>	<b>12 months</b>
<b>After Australia</b>	<b>A life time</b>

# GUIDELINES

## FOR HOST FAMILIES



## GUIDELINES FOR HOST FAMILIES

Acting as a host to an overseas student can be an extremely rewarding experience for a family, giving you the opportunity to learn about the country from which the student comes, as well as sharing the day to day experiences of the student during their stay in Australia.

### Responsibilities of host parents

- Host families should be familiar with the Australian Rotary Youth Exchange Student Protection Policy as set out in Form YESP DI 1 of the D 9620 Youth Exchange Certification Compliance Documentation.
- Care for the student and look after his/her wellbeing in the same way as if the student were one of the host parents' own sons or daughters. Host parents and other adults living in the host home must also comply with the requirements of "The Child Protection Act (1999), the "Commission for Children and Young People and Child Guardian Act 2000" that require a 'working with children' check as well as other applicable common law and statutory law.
- Provide room and board for the student and include him/her in all family activities.

While It is desirable for the student to have a separate room of their own if possible, many shared-accommodation hosting's have been very successful. Comfortable accommodation is the keyword. Makeshift beds etc. may be acceptable for a weekend stay but are considered inappropriate for a stay of 3 or 4 months.

- Monitor the student's school and leisure activities, ensuring that any problems are recognized and dealt with.
- Be firm and set family rules and expectations from the start. Students must have the limits clearly defined. **Don't be afraid to say NO!**

### Host parents

- Need not have children of similar age - many successful hosting's have occurred with families who have young children - or even no children at home.
- Who have children of their own must be careful not to devote too much attention to the exchange student at the expense of their own child who could resent the 'newcomer' in their home. It is important to maintain a fair balance.
- Need not be Rotarians; however, it is essential for non-Rotarian host parents to have been assessed and endorsed by the Host Rotary Club, and to work under these guidelines.

The exchange is a two-way process and the host parents are the more experienced partners in the deal. Host parents should be willing to go more than half way in understanding the student. They should try to give an adult lead to the young person, who unless told, cannot be expected to know the family's rules and wishes. There is a questionnaire to assist in this.

Special note for second time Host Families:

There are a couple of suggestions regarding hosts who have a second, third etc., Rotary Youth Exchange Student:

- Don't call the student by the previous student's name. It sounds simple enough but we all make mistakes, even with our own children. However, make the special effort - it will be appreciated.

The student is a different person, perhaps from a different country and requires a whole new set of thoughts on your part to make the exchange work as it should. Treat the student as a different person and all will go well. Students can be a great joy and many find plentiful rewards in being part of the Rotary Youth Exchange Program.

## HOST FAMILY INFORMATION

### Club Counsellor

The Host Rotary Club will appoint a Counsellor to look after the student's Interests for the entire period of the exchange. The Counsellor is virtually the student's guardian and the student should be encouraged

to consult with the Counsellor in respect of any problem that may arise. The Counsellor is also available to assist host parents with any problems they encounter.

### **Exchange Student is not a guest**

It is most important that the host family does not treat the student as a guest. The value of the program centres on the student being "one of the family" and not receiving any special treatment or favours. The student should contribute to the family life by undertaking normal chores related to everyday living.

The student should not address the host parents as Mr. and Mrs., but by names agreed upon, when going through the "**Questionnaire for the First Night with the Host Family**" [See Appendix 5.](#)

### **Household chores**

The student should assist with the chores - making beds, keeping their bedroom tidy, setting and clearing away the meal table, assisting with the dishes, mowing lawns etc. are all part of the exchange. Note however that the student is not unpaid home help or a live-in baby sitter and a proper balance should be established.

### **Discipline**

The student is expected to adapt to the supervision and discipline of the parents. Any sign of reluctance or unwillingness on the student's part to accept this requirement should be brought to the attention of the Counsellor, who should then clarify the point, both with the host parents and with the student. It is preferable that such a ruling comes from a third party (i.e. the Counsellor) rather than from the host parents. Problems may arise unless the student clearly understands the need to conform to host country conditions.

At the same time host families should be aware of the problems of adapting and be understanding of the student. If the problem cannot be resolved with help from the Counsellor, then the District Youth Exchange Committee Country Coordinator should be consulted. As a last resort, after considering all aspects of the exchange, arrangements to terminate an unsatisfactory exchange may, and in appropriate cases will, be made. [Appendix 7 Problem Solving Flow Chart](#)

### **Religion**

Religion seldom poses serious problems. Most students are very flexible with attitudes and usually accompany the host parents to their church even where religions differ, but the issue should not be forced.

If the student wishes to follow their own religion, the host family should respect the student's wishes and be supportive in this respect. If the student does not wish to participate regularly in the host family's religious activities, their wishes should also be respected.

### **Statement of conduct for working with youth**

Rotary International is committed to creating and maintaining the safest possible environment for all participants in Rotary activities. It is the duty of all Rotarians, Rotarian spouses, partners, and other volunteers to safeguard to the best of their ability the welfare of, and to prevent the physical, sexual, or emotional abuse of, children and young people with whom they come into contact.

All members of the host family who are 18 years or older MUST have a blue card.

### **Sexual abuse and sexual harassment**

The most powerful force in the promotion of international understanding and peace is exposure to different cultures. Youth Exchange provides thousands of young people with the opportunity to meet people from other lands and to experience their cultures. They will spend a year, or perhaps just an extended period of time, living with a host family in a country other than their own. Rotarians, their families, and non-Rotarian volunteers are expected to use their best efforts to safeguard their welfare and prevent any physical sexual or emotional abuse or harassment befalling them.

Rotary International is committed to protecting their safety and well-being as well as the safety and well-being of every Youth Exchange student, and will not tolerate abuse or harassment. All allegations of abuse or harassment will be taken seriously and must be handled within the following guidelines. **Their safety and well-being, and that of their fellow Youth Exchange students will always be the first**

**priority.**

### **Protecting our students**

All volunteers who work with children must apply for and be in possession of a "Blue Card for Child Related Employment" as required by the "Commission for Children and Young People and Child Guardian Act 2000." This will include all District Committee members, Club Counsellors and Host Families (every person aged 18 years and over who resides in the host family home). Notwithstanding that any of these people may have a suitability card through their employment (e.g. teachers), they still must apply for the Card for Volunteers. The District Chair will contact Counsellors to ensure that the provisions of the Act are complied with.

See [www.bluecard.qld.gov.au](http://www.bluecard.qld.gov.au) website for details of the steps required by the law to protect students from harm and to promote their wellbeing.

### **Social Media**

Social Media is a great tool for students to keep in touch with friends and family both here and overseas. It is their private space but students should be cautioned about what is posted on their Social Media as it might impact adversely on their exchange. They should not comment adversely on host families or Rotarians.

### **Alcohol**

Most students are underage, but even if they are over 18, they are not permitted to consume alcohol while on exchange, except under agreed conditions. Any student found breaking the Rules in this regard may be repatriated. Students are not permitted to go to nightclubs or licenced premises unless accompanied by a Rotarian or other responsible adult.

### **Smoking**

Please ensure that the student is aware of current Queensland laws regarding smoking, i.e. not in public places or their entrances, beaches, etc. Furthermore if students have indicated on their Application forms that they are non-smokers, they must remain so for the duration of their exchange

### **Drugs**

The possession or consumption of illicit drugs is a breach of the laws of Australia and as such is strictly prohibited under the program. Any student breaking this law will be immediately expelled from the program and repatriated. If host parents suspect that a student in their care is taking drugs, they should immediately report their suspicions to the Club Counsellor who in turn should contact the Club President and the District Chair.

### **Driving**

While on exchange, the student is specifically forbidden to drive any form of motorized vehicle. Many legal and insurance problems may arise should a student be driving such a vehicle and become involved in an accident. For safety reasons, students are not allowed to drive farm tractors or recreational vehicles such as boats, jet skis, motor bikes and trikes, trail bikes etc. even if a license is not required. Violation of this rule will result in the student being returned home.

Exchange students are not permitted to be driven by any person who only has a **red** provisional license. It is accepted once they have obtained their **green** provisional license.

### **Romance**

The Youth Exchange Program rules state that a student should not become romantically involved with another person while on exchange. This involves human relations and is not easy to enforce, but if host parents consider that such a relationship is developing, they should discuss the matter with the student and the Counsellor.

While this may be a difficult matter, the rule is to be observed because a student who becomes romantically involved with another person centres all their interests on that person to the detriment of the value of the Youth Exchange Program.

Boyfriends or girlfriends are not permitted to visit the student during their exchange year.

## **Promiscuity**

Promiscuity will result in the immediate termination of the exchange for the student who will be returned home immediately.

## **Finances**

The host family is not under any obligation to provide the student with pocket money or to finance clothing, school uniforms or expenses, travel, telephone or electronic communication costs. An ambassadorial allowance is provided by the host Rotary club, some other costs are borne by the natural parents while the other costs are borne by the student's own funds or provided by the student's natural parents.

Some students are poor at budgeting and need guidance if they are to live within their means. They should be discouraged from borrowing money and must not make purchases on the host parents' credit accounts.

The program requires the student to bring \$500.00 to be placed in an Emergency Fund Bank Account. The fund is not for day to day, minor items, but is for major emergencies such as serious accidents or illnesses.

Withdrawals from the fund require the signatures of both the student and the Counsellor or another Rotarian, thus preventing impulse buying. The fund must be replenished without delay by the student's natural parents, if it is used.

## **Student insurance**

It is mandatory for all students to have suitable and adequate insurance cover for the entire exchange year, covering the following risks:

- personal accident injury and/or death
- funeral expenses
- travel
- loss of personal belongings
- personal liability
- medical expenses (US\$1,000,000 minimum)
- hospitalization.

The District Youth Exchange Committee will check that the student has adequate insurance cover prior to their arrival.

## **Medical insurance**

The Australian Government requires all overseas students to have basic insurance for medical and hospital cover. This insurance must be with an approved Health Fund under their "Overseas Student Health Cover." The policy will be affected prior to the student's arrival since the issue of the Student Visa by the Australian Government is dependent upon the premium having been paid. The hosted student is expressly excluded from cover under the Medicare National Health Care Scheme. Students must pay for medical costs and then submit a claim to the relevant Overseas Student Health Cover fund for reimbursement (There is no bulk billing). The balance of the account is claimed under their travel & Medical Insurance Cover.

At the conclusion of the exchange year, the host parents should check with the student that there are no unpaid medical or other accounts.

## **Travel**

Host Parents are under no obligation to take the student on holidays or provide tours. Where the host family is going away and cannot take the student, they should advise the Counsellor well in advance and the Counsellor is required to make suitable alternative accommodation arrangements for the student during the period of the host family's absence. However, most students do manage to see a lot of Australia due to the generosity of their host parents, their Rotary club and individual Rotarians. Where this occurs, it is an added advantage to the exchange, not an entitlement.

Any arrangements for the Student to travel outside District 9620 requires the prior written approval of the host family, the Counsellor and the District Chair who has the final say. Students are advised that they will not necessarily be granted permission to travel even after completion of the form. [See Appendix 4](#)

**Students are** to provide a report on your exchange before the 1<sup>st</sup> of each month, any student who does not complete and submit their report by the due date will have **all travel request revoked** until the report is received.

Where travel is properly authorized, the student is required to abide by the rules and regulations laid down as a condition for such travel. Travel Request Forms are provided by the District committee, usually at Orientation, and it is essential that this form is received by the District Chair for consideration of the travel request, before the requested travel is commenced.

Host parents should ensure that contact telephone numbers and addresses of the student while away are obtained in case of emergency or the need to contact the student for any reason. Unaccompanied travel (even with another exchange student) outside the normal community area (including the Gold and Sunshine Coasts) is not permitted. Travel outside the District is not allowed unless the student is accompanied by a Rotarian or other responsible adult. Permission for the student to travel outside the District will be at the discretion of the District Chair.

Where the student (by approved arrangement) is visiting the Gold or Sunshine Coast, the host parents are required to obtain the names and contact details (e.g. mobile number) of the people with whom they will be travelling, details of where they will be going and how, and where and with whom they will be staying.

Under no circumstances may a student conclude travel arrangements on their own initiative and expect the host parents, Club Counsellor or District Chair to agree with those arrangements.

As a special dispensation, students travelling to the Gold Coast with their host family for a weekend (2 days) do not need to seek approval for such travel. Approval is required for trips of 3 days or more. Under no circumstances may such travel be unaccompanied.

As a part of the Youth Exchange Program, the D 9620 District Committee arranges 3 optional student tours, the cost of these are borne by the student. The district also organizes 2 compulsory events the Sunshine Safari and the District surfing weekend.

### **Telephone, internet & email**

Abuse of electronic communication systems by the student will almost certainly lead to conflict with the host families. When the student moves into the host home, parents should discuss internet and downloads with the student and establish operating rules and access times to the internet, etc.

### **Shared knowledge**

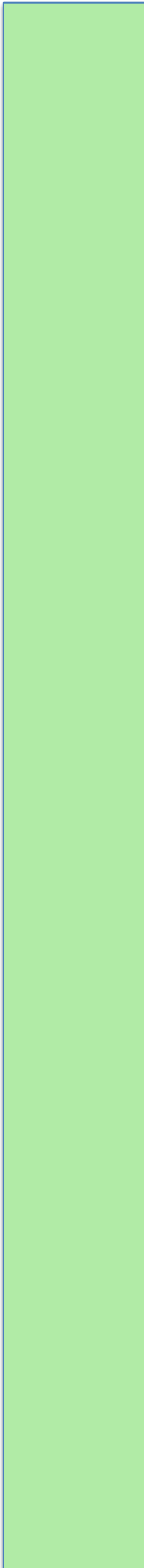
Exchange of knowledge internationally is one of the main objects of the Youth Exchange Program. The student is an ambassador for his/her country. By the same token, host parents are ambassadors for Australia. You should show interest in the student's country of origin and learn as much as possible about that country.

At the same time you should impart knowledge about Australia and our way of life, thus enabling the student to obtain and absorb a good understanding of Australia. The sharing of this knowledge is one of the great rewards of being part of the Rotary Youth Exchange Program.

# 11 B's for a Host Family

Below are the 11 b's for a host family, if followed they should ensure a successful exchange.

1. **Be a Family**  
Treat Inbound Student as your own child
2. **Be Objective**  
Clearly define rules, rights, duties at the start
3. **Be Tolerant**  
Discuss and accept differences
4. **Be Positive**  
Prepared to have a new host family member at home
5. **Be Interested**  
Establish contact prior to exchange year
6. **Be Aware**  
Understand rotary as a bridge, not the solution
7. **Be Disciplined**  
Know and follow Rotary rules
8. **Be Receptive**  
Be willing and able to host
9. **Be Patient**  
Every exchange student is a teenager
10. **Be Frank**  
Discuss & solve concerns when they come up
11. **Be Qualified**  
Reliable person with good references



## APPENDIX LIST

Appendix 1.	RYE Process
Appendix 2.	Inbound Student Checklist
Appendix 3.	Tips for students to use to stay safe
Appendix 4.	District Travel
Appendix 5.	Questionnaire for Host Family 1 <sup>st</sup> night
Appendix 6.	Student agreement
Appendix 7.	Problem solving
Appendix 8.	Host Family Report
Appendix 9.	Questions for school integration
Appendix 10.	Student Emergency information
Appendix 11.	RI Youth Exchange Abuse & Harassment Guidelines
Appendix 12.	Crisis Management Plan
Appendix 13	Rotary Youth Volunteer Information and Declaration form.
Appendix 14	Acceptable Behaviour



## CLUB COUNSELLOR CHECK LIST FOR OUTBOUND STUDENT

### BEFORE COMMENCEMENT OF EXCHANGE

<b>MARCH</b>	Club to interview student and parents– Assess suitability of student for program. Give information to student and parents about program. Advise parents about hosting. Etc
	Club to get board approval for out bound and in bound students.
<b>APRIL</b>	Closing date for initial applications to be sent to district– see District Directory or Website for date.
	District RYE committee to invite student to complete full application and complete and forward all paperwork and return it to District RYE committee. Advise about section weekend.
<b>MAY</b>	District selection day or weekend - COMPULSARY
	Give assignment to student on club brochure
	Assess student for suitability for program and country selection.
<b>JUNE</b>	Chairman D9620 sends letter & district agreement to overseas districts asking if they are happy to exchange with our district next year.
	Advised students of outcome of selection weekend.
	Chairman D9620 RYE receive response from overseas district & district agreement signed.
	Advise student of country selection.
	Advise club of selection outcome & ask to provide a counsellor for the student.
	Where applicable, provide student with package on learning a new language.
	<b>Ensure the outbound student has completed the full application on the Database and the club has completed and signed the relevant pages.</b>
<b>JULY</b>	RYE Committee forward original applications to overseas districts.
	Overseas host district sends application to host club
	Student to apply for passport if they don not have a current passport that expires in July of the year they return from exchange.
<b>AUGUST</b>	Most European Rotary clubs take holidays over this time and paperwork slows down.
	Overseas district to forward papers to club for hosting.
	Overseas host club obtains approval from school.
	Overseas host club to complete guarantee forms.
	Overseas host club to find host families.
	Overseas host club to approve exchange.
	Ensure you have a valid passport with an expiry date a minimum of six months after you are due to return to Australia.
	First orientation weekend– COMPULSARY <b>3rd Weekend in August</b>
Sponsor & host club to attend training day – Club Counsellor or representative must attend. <b>3<sup>rd</sup> Saturday in August</b>	
<b>SEPTEMBER OR OCTOBER</b>	TERRA Australis Tour Company, emails student requesting information for visa, passports & tickets.
	Overseas club returns paperwork to overseas district.
	Overseas district attends to appropriated paperwork for country.
	Overseas district returns paperwork to D9620.
<b>NOVEMBER</b>	District 9620 notifies student of overseas Rotary club placement when received.

	Student makes contact with overseas rotary club and host family.
	TERRA Australis email interim ticker information.
<b>DECEMBER</b>	2 <sup>ND</sup> Orientation weekend – COMPULSARY inbound & outbound students. <b>1<sup>st</sup> weekend in December</b>
	SUNSHINE SAFARI – COMPULSARY inbound & outbound students. <b>The week following Orientation in December.</b>
	Student to communicate with TERRA Australis tour leader for departing flights where a chaperone is provided.
<b>JANUARY</b>	Student receives confirmation of visa & airline tickets.
	Students departs Australia approximately third week of January as a group

### ***DURING EXCHANGE YEAR***

<b>STUDENT</b>	<b>MUST</b> Complete monthly report for District 9620 RYE.
	Abide by Rotary rules.
	Keep in contact with country coordinator.
<b>CLUB COUNSELOR</b>	Keep in contact with student.
	Keep in contact with District 9620 RYE.
<b>DISTRICT COUNTRY COORIDNATOR</b>	Available for and questions from student & club.
	Contact student every month.
	Contact Club Counsellor every month for information.
<b>JUNE</b>	Student receives email about return flights in January.
<b>DECEMBER</b>	Email sent to student – providing information about, coming home, excess luggage, reverse culture shock & debriefing day.
<b>JANUARY</b>	Student arrives home second week in January.

### ***AFTER EXCHANGE YEAR***

<b>JANUARY</b>	Student arrives home in Australia approximately second week of January as a group.
<b>FEBRUARY</b>	District 9620 RYE – Debriefing & graduation. <b>Usually 1<sup>st</sup> Weekend in February</b>
	District 9620 RYE– Advise of other Rotary programs available.
	District 9620 RYE– Talk about reverse culture shock.
	Sponsor Club – Organize a date for student to visit club.
<b>MARCH ONWARDS</b>	District 9620 RYE – Keep in contact with student.
	District 9620 RYE – See if student is involved in Rotex.
	Sponsor Club to keep in contact with student.

## CLUB COUNSELLOR CHECK LIST FOR INBOUND STUDENT

### Before the Student arrives

TASK	COMPLETED	COMMENT
Ensure all paperwork properly completed and signed and returned to the RYE Committee.		
Ensure School is properly briefed.		
Communicate with the Student once they have contacted you. Advise host families if known		
Advise student about school uniform cost, provide school web site.		
Provide information about our area, etc		
Get correct flight arrival details		
Brief all Host Families		

### On Arrival – Week 1

TASK	COMPLETED	COMMENT
Ensure Club has some members at airport to greet Student.		
If possible, keep student for some days/week to bond with student.		
Need to establish the district RULES. The Rules that will lead to a good exchange year.		
Be aware of the Student agreement that has been signed by student and parents.		
Check insurance policy details. District Committee ensures they meet RI guidelines prior to arrival.		
Check that the Over sea Health card is received and in in order.		
Emergency Fund – Collect money and Organise bank account		
Ensure enrolment at school goes smoothly.		
Ensure that once student is enrolled, the AASES form is completed and returned to District RYE Secretary.		

## CLUB COUNSELLOR CHECK LIST FOR INBOUND STUDENT

### DURING THE YEAR

TASK	COMPLETED	COMMENT
Keep in constant touch with (a) the student and (b) the host families		
Sort out problems early, the longer you leave them the bigger they get.		
Ensure the Club is paying the monthly allowance		
Ensure that the student is involved in Club activities.		
Give the student a 2 minute spot each week at the Rotary meeting		
Keep in contact with District Country Coordinator.		
Ensure that the student is completing their reporting obligations for both overseas and in Australia		
5 months before the student is due to go home check tickets and organise the date to travel home. (Remember it is a 12 month exchange not 10 or 11)		

### BEFORE THE STUDENT GOES HOME

TASK	COMPLETED	COMMENT
Check that return ticket is correct. If transferring from Domestic to International within Australia look at time allowed between flights. It is better to be waiting in transit than to miss a plane and have an upset student and family.		
Help with suggestions for excess luggage.		
Talk to students about luggage and the best way to send it home.		
Suggest student visits all host families in the month before they leave. This will make each host family feel special.		
Organise for emergency fund to be returned.		
Organise students last speech night		
Organise farewell present		
Talk to the students about going home – What do they think will be different? How will they cope?		
Talk to the students about how they have changed?		
Write to natural parents to tell them how the student has changed? Optional depending on your contact with them during the year.		
Suggest students might like to video places that have been of importance to them during the year.		
Do a reference for the student for future use at home. If from Europe they will have two more year of school and the club may not have the same members when they need a reference for university or work.		

### **Appendix 3. Tips for students to use to stay safe**

#### **Rotary Youth Exchange - Tips for students to use to stay safe (YESP DI 2)**

If you have a problem or are worried about something, always tell someone you trust about it, like your teacher, Counsellor or host parents – don't suffer in silence!

Always pack your own suitcase and never carry items abroad for others. Take care that you do not unwittingly or wittingly act as a drug courier for someone else given that some countries impose death penalties for drug offences.

Before you go on exchange find out how to use a public phone in your new country. Carry the telephone numbers for the emergency services in that country and keep them handy.

Have your first host parents send you their address written in that language and the script of their country. Organize this before you go on exchange and take it with you.

Always follow the instructions of your leader, teacher and other supervisors, including those at the venue of the visit.

Always tell someone where you are going and what time you will be home – don't change your plans at the last minute, as this can cause confusion.

Look out for anything that might hurt or threaten you or anyone in your group and tell someone responsible.

If you are out at night in the centre of town, stay in places with street lights – wherever you are, make sure that you don't get separated from your friends.

If you need to use a public toilet, go with a friend.

If you are going to or travelling through an impoverished country, do not carry handbags, cameras, or wear jewellery of any kind, even cheap earrings. Watches, necklaces and earrings may be grabbed and pulled away, causing injuries.

If you do get lost or separated follow your plan – or go to a shop or place where you will be seen by lots of people to ask for directions.

If someone you don't know talks to you, just walk away.

Always have details of your accommodation on you, whether it's your host family's address and telephone number or hotel or campsite details.

Always keep enough money to make a telephone call.

Keep your money hidden in an inside pocket, bum bag, money belt or something similar – choose whichever is comfortable for you.

Always arrange for someone to pick you up – never go home alone.

Make sure you know the person who is coming to pick you up. Never get into a car unless it is with this arranged person.

If you are on a bus or train and someone makes you feel unsafe, move to a seat near the driver.

Dress and behave sensibly and responsibly.

Be sensitive to local codes and customs.

Think things through carefully before you act and do not take unnecessary risks.

Always look and behave confidently.

## **YOUTH EXCHANGE TRAVEL DISTRICT 9620**

### **Travel:**

- I will not travel outside the area of District 9620 unless I am accompanied by a proper adult chaperone, and unless I have permission from my host parents, Club Counsellor, and the District 9620 RYE Chair. I will apply to the Chair for permission to travel **at least 7 days** before I leave, and their decision will be final.
- I understand that excessive travel is not allowed.
- If I am offered an opportunity to go on a trip or attend an event, I will make sure I understand any costs I must pay and my responsibilities before I go.

**Students are to provide a report on your exchange before the 1<sup>st</sup> of each month, any student who does not complete and submit their report by the due date will have all approved travel requests are revoked..**

## **DISTRICT 9620 RULES**

Please find attached a map showing Rotary 9620 district and Rotary 9620 extended boundaries.

### **THE DISTRICT BOUNDARY** (Solid brown line on Map)

**Day & Overnight Travel** - For travel within the district boundary you need permission from your current host family and District Chair (IN09 Form to be fully completed) (if traveling with host family District Chair approval is not required).

**2 day and longer Travel** – For travel within the district boundary you need permission from current host family and your host Rotary Club Counsellor and District Chair (IN09 Form to be fully completed) (if traveling with host family District Chair approval is not required).

### **THE EXTENDED BOUNDARY** (Purple line on map)

**Day & Overnight Travel** - For travel within the district extended boundary you need permission from your current host family and District Chair (IN09 Form to be fully completed), (if traveling with host family District Chair approval is not required).

**2 day Travel /Weekend**– For travel within the district extended boundary you need permission from current host family and your host Rotary Club Counsellor and District Chair (IN09 Form to be fully completed) (if traveling with host family District Chair approval is not required).

**3 days or longer Travel** – For travel within the district extended boundary you need permission from current host family, your Rotary Club Counsellor and the RYE District Chair. (IN09 Form to be fully completed)

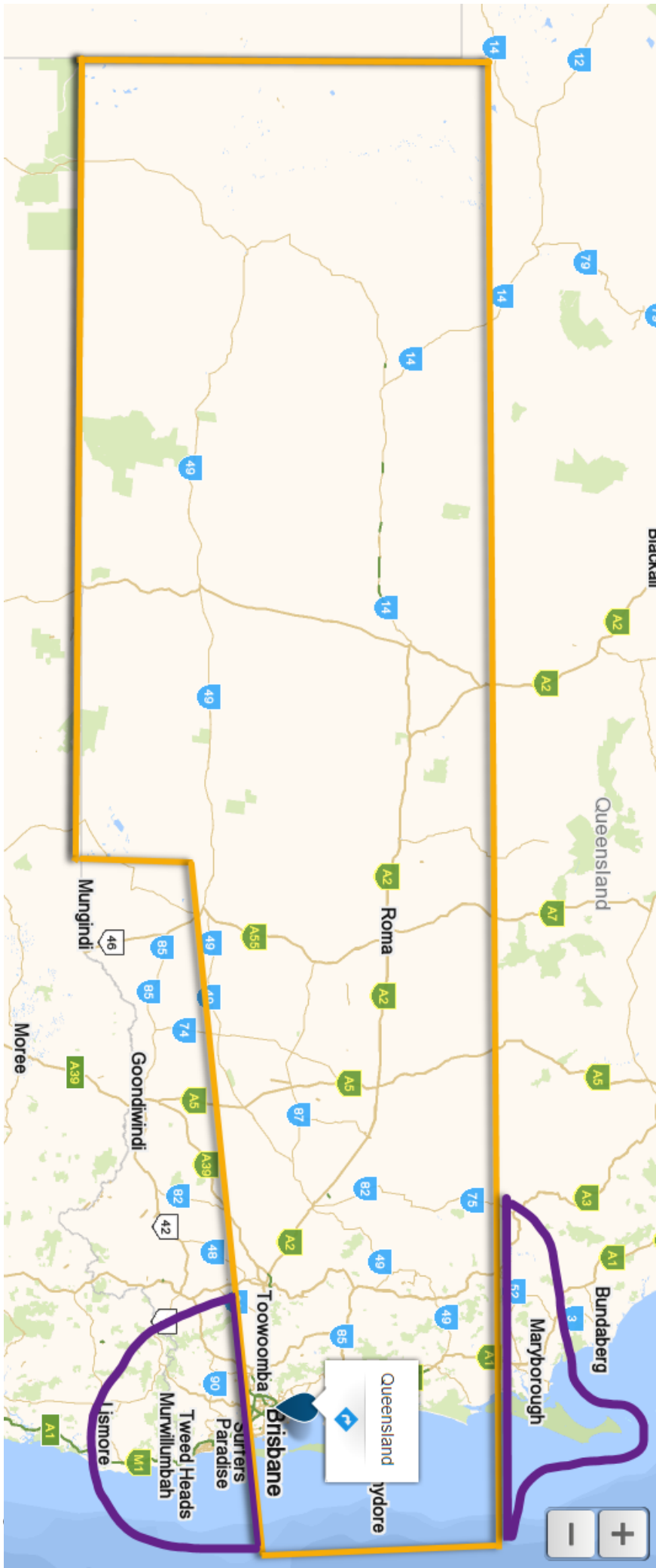
### **OUTSIDE THE DISTRICT**

**Any Travel** – To travel outside the extended District boundary you need permission from current host family, your Rotary Club Counsellor and the RYE District Chair. (IN09) Travel Request Form to be fully completed and emailed to the District Chair for approval at least 7 days before the proposed travel. **Do not make any bookings until written approval has been received.** Travel requests must be lodged before the 7 days.

#### **Note:-**

1. **The District Chair has the right to refuse such requests.**
2. **Rotary International requires the district to obtain and keep this information as part of the districts' accreditation process.**

**These travel arrangements are for all travel, regardless of with whom you are travelling. This means a Rotarian, your host family or a proper adult person.**



## TRAVEL REQUEST FORM

Please make a copy of this form, and complete a copy every time you want to travel out of the extended district.

<b>Students Name:</b>							
<b>Host Parents' Names:</b>							
<b>Address:</b>				<b>Phone:</b>			
				<b>Mobile:</b>			
				<b>Email:</b>			
				<b>yes</b>	<b>no</b>		
<b>Permission from Host Parent:(circle)</b>		<b>n/a</b>	<b>yes</b>	<b>Permission from Club Counsellor</b>		<b>yes</b>	<b>no</b>
<b>Permission from school if not travelling during school holidays</b>					<b>n/a</b>	<b>yes</b>	<b>no</b>
<b>With whom will you be travelling?</b>							
<b>Relationship to person with whom you will be travelling?</b>							
<b>Are your Parents aware of this journey?</b>							
<b>Departing date:</b>				<b>Return Date:</b>			
<b>Destination:</b>							
<b>Contact details whilst away:</b>							
<b>Student's signature</b>						<b>Date:</b>	
<b>Host parent's signature</b>						<b>Date:</b>	

**THIS FORM MUST BE SENT AT LEAST ONE WEEK PRIOR TO TRAVEL.**

Travel must be with an appropriate adult chaperone. Unaccompanied travel is not permitted.

**THE DISTRICT CHAIR HAS A RIGHT TO REFUSE PERMISSION**

<b>Approval given: (circle)</b>		<b>Chair's Signature</b>	<b>Date:</b>
<b>Yes</b>	<b>No</b>		

<b>DISTRICT CO-ORDINATOR NOTIFIED</b>	<b>YES</b>
---------------------------------------	------------

**Please email to:**      **The Chair**  
**District 9620 Youth Exchange**  
**Email:- rye@rotary9620.org**



**QUESTIONNAIRE FOR HOST FAMILY 1<sup>ST</sup> NIGHT**

This questionnaire is given to the students to use when they move to each new host family. Sit down with your student within the first 2 days and repeat the exercise about 2 to 3 weeks later.

1. What do I call you-by your first names, mum, dad, or another name?
2. I will make my bed, keep my room tidy at all times, and clean the bathroom after I have used it. What else should I do regularly?
3. What are normal mealtimes? The normal daily routine?
4. Discuss special dietary requirements and food likes/dislikes. Size of Meals. Work out suitable alternatives
5. Do I have a permanent job at mealtimes? e.g. lay or clear the table, wash or dry up, empty rubbish? Where are the kitchen items kept ie plates, glasses and cutlery.
6. May I help myself to food and drink (in moderation), or should I ask first?
7. What are the arrangements for school lunches?
8. Please note that I am not a smoker.
9. What are the laundry arrangements? Where do I put my dirty clothes? Should I do my own washing and ironing?
10. Where may I keep my toiletries? May I use family soap, shampoo or toothpaste?
11. When is the most convenient time to use the bathroom? Are there water restrictions?
12. What areas of the house are private? e.g. study, parents' bedroom.
13. Do you have any dislikes - untidy hair or dress, interruptions, chewing gum, loud music, etc?
14. What are the responsibilities of house employees, if any? How shall I address them?
15. May I have my own pictures or posters in my bedroom?
16. Where may I store my suitcases etc?
17. What times should I go to bed and get up during the week and weekends?
18. May I use the stereo, TV, video, computer, sewing machine or workshop tools?
19. May I go out during the week? At weekends? Under what conditions? If I have a problem getting home, I will phone you. If I'm going to be late, I will phone within 30 minutes.
20. How do I get home if I am out and I am not happy with the environment that I am in?
21. May I invite friends around during the day, to stay the night, or for a weekend?
22. What is the latest time at night for me to receive phone calls? (NB Not later than 9:30 p.m.)
23. What are the arrangements for using the Internet? What costs are involved?
24. What postal address should I use for incoming mail?
25. Should I use public transport to and from school, to the city, for outings, at night, and during the day?
26. May I use a bicycle? Do I need a bicycle helmet?
27. Who pays for sporting or extracurricular school expenses? (Usually student or natural parents.)
28. What are the birthdays of host family members? Are they celebrated in any special way?
29. Are there any other special or festive days you observe?
30. If I have a problem, how would you like me to handle it?
  - a. Write a note explaining my problem?

- b. Ask if we may have a heart-to-heart talk?
  - c. Tell my Counsellor, another adult, Rotarian, school teacher?
31. Is there anything else you would like me to know?
  32. May I make a note of your full name, full street address and telephone number to keep with me at all times?
  33. What medications are you taking?
  34. Medical, passport and Student information form. Please complete Appendix 9
  35. What are emergency procedures for the home?
  36. Explain to student about In Case of Emergency ICE on your phone?

# Inbound Students Rules

In the student’s application for the Rotary Youth Exchange Program, you signed an agreement to follow the rules and conditions which were set out in the application form. These rules apply in every Rotary District all over the world. Rotary International recommends that Districts adapt the rules to suit local conditions. The agreement which follows contains the rules and conditions for In-bounders on exchange in District 9620. Similar agreements may apply to Out-bounders for their Host Countries.

## Student Agreement

### Program Rules

In your application for the Rotary Youth Exchange Program, you signed an agreement to follow the rules and conditions which were set out in the application form. These rules apply in every Rotary District all over the world. Rotary International recommends that Districts adapt the rules to suit local conditions. The agreement which follows contains the rules and conditions for exchange in District 9620, which have been established for your safety and well-being. Violation of any of these rules may result in dismissal from the program and your immediate return home, at your own expense. You and your parents are asked to sign this agreement to acknowledge your commitment for a full twelve months to the Youth Exchange Program, to your host Rotary Club and District 9620, to your host families, and to your school in Australia. Please read these rules very carefully, and sign them only if you agree to follow them. **If you are not prepared to sign this agreement, and abide by the rules, you should withdraw your application from consideration by Rotary District 9620.**

### Agreement

I, ....., agree that:

Student’s Name

1. **Rotary District 9620** has established rules and conditions for my safety and well-being while I am a participant in the Youth Exchange Program. Violation of any of these rules may result in my dismissal from the program and my immediate return home, at my own expense.
2. **Ambassador:**
  - I will serve as an Ambassador for my family, my sponsoring Rotary Club, Rotary International and my country.
  - I will be friendly, and show interest in Australian life, and adjust to and be involved in the activities of my host family, my host Club, District 9620, and my school.
  - I will maintain a high standard of dress, grooming, behaviour and personal hygiene at all times. (see appendix XXX for definition of acceptable behavior)
  - I agree that Rotary commitments take precedence over other activities.
3. **Laws of the country:** I will obey the laws of Queensland and Australia.
4. **Authority:**
  - I will be under the authority of Rotary District 9620 while I am an exchange student and I will abide by these rules and conditions of exchange.
  - My parents or legal guardians will not authorize any extra activities directly to me.
  - Any relatives I may have in Australia will have no authority over me while I am a member of the Youth Exchange Program.

5. **Drugs:** I will not use drugs, except for valid medical reasons. Use of illegal drugs will result in my immediate return home.

6. **Driving:** I will not operate any motorized vehicle, including but not limited to cars, trucks, motorcycles, aircraft, all-terrain vehicles, snowmobiles, boats, and other watercraft. Exchange students are not permitted to be driven by any person who only has a red provisional licence. It is acceptable once they have obtained their green provisional licence.

7. **Drinking:** I will not drink alcohol except in moderation in a home environment and under the direct supervision of my host parents or Rotarians.

8. **Dating:** I will not form a steady and serious romantic attachment. I understand that sexual activities will result in my immediate return home.

9. **Disfigurement:**

- I agree that I will not change the colour of my hair from a natural colour, style or cut of my hair. If your hair is not a natural colour you will be required to change it to a natural colour.
- If I have piercings (other than ears) before my arrival, I will remove any stud/ring, which is visible. I will not obtain any additional piercing during my exchange year.
- I understand that jewellery is generally not allowed in school, and that tattoos are forbidden.

10. **Smoking:**

- I understand that Queensland has very strict laws governing smoking in public, and that smoking is often socially unacceptable, and discouraged.
- I will respect the preferences of my host families and of the members of my host Rotary Club.
- If I indicated that I was a non-smoker on my Application Form, I will not take up the habit during my Exchange Year.

11. **Travel:**

- I will not travel outside the area of District 9620 unless I am accompanied by a proper adult chaperone, and unless I have permission from my host parents, Club Counsellor, and the District 9620 RYE Chair. I will apply to the Chair for permission to travel at least one week prior to my travel using the district 9620 Travel Request form (IN09). I will not book any flights or may any confirmed arrangements prior to having the chair's permission. I understand that the chair's decision will be final.
- I understand that excessive travel is not allowed.
- I understand that my host parents are under no obligation to provide local transport for me, and that I should use public transport wherever possible.
- If I am offered an opportunity to go on a trip or attend an event, I will make sure I understand any costs I must pay and my responsibilities before I go.
- I understand that I am not here as a tourist and that any travel that I do cannot interfere with my time at school unless I have the permission of the District RYE Chair/Deputy.
- I understand that travel permission will be withheld or revoked if the district RYE Chair/Deputy is not in possession of my required monthly report by the 1<sup>st</sup> of each month.

12. **Insurance:**

- I will be covered by health, medical, accident and travel insurance acceptable to District 9620. The arrangements for this will be finalized before I arrive in Australia.
- I will not participate in dangerous activities such as hang-gliding, parachute-jumping, skydiving, and bungee jumping. I will not travel in a motorized or non-motorized glider, or ultralight plane.

13. **School:**

- I will attend all classes and take part in all normal school activities, including exams, as a full-time student at a school arranged by my Host Club.
- I will make an honest attempt to succeed.
- I understand that school is the basis of my exchange visa: **no school, no visa, and no exchange!**

14. **Host Families:**

- I will respect the members of my host families, and the wishes of my host parents.

- I will not act as a guest, but make genuine effort to become an integral part of the host family, and assume duties and responsibilities normal for a student of my age or for children in the family.
- I will adapt to the family: I understand that the family is not expected to adapt to me. I will keep my room tidy.

**15. Telephone/Internet:**

- Our district covers a very large area and telephone and Internet access may be limited and come at a cost, accordingly you may be required to pay. I will see permission to make all phone calls. I understand that I may have to pay for international calls and Internet usage.

**16. Language:** I will make every effort to learn English, and may be responsible for any costs for tutoring, language camps, or other instruction.

**17. Rotary Events:** I will attend regular Rotary meetings, Rotary-sponsored events and host family events, and show an interest in these activities.

- I will volunteer to be involved without waiting to be asked.
- I acknowledge that a lack of interest on my part is detrimental to my exchange and can have a negative impact on future exchanges.

**18. My Finances:**

- I acknowledge that I must have sufficient financial support to assure my well-being during my exchange.
- I will arrange for AUD \$500 to be paid into an Australian bank account as a contingency fund for emergencies. As this fund is depleted, it will be replenished by my parents or guardian. I understand that unused funds at the end of the exchange year will be returned to me.
- I will arrange for all fees required by District 9620 (including Overseas Student Health Cover) to be paid before I arrive in Australia.
- I understand that I will be paid a monthly allowance by my host Rotary Club in recognition of my service as an ambassador for the program, Rotary and my country.

**19. Work:** I understand that I am not permitted to do any paid full-time, part-time or casual work while I am on exchange.

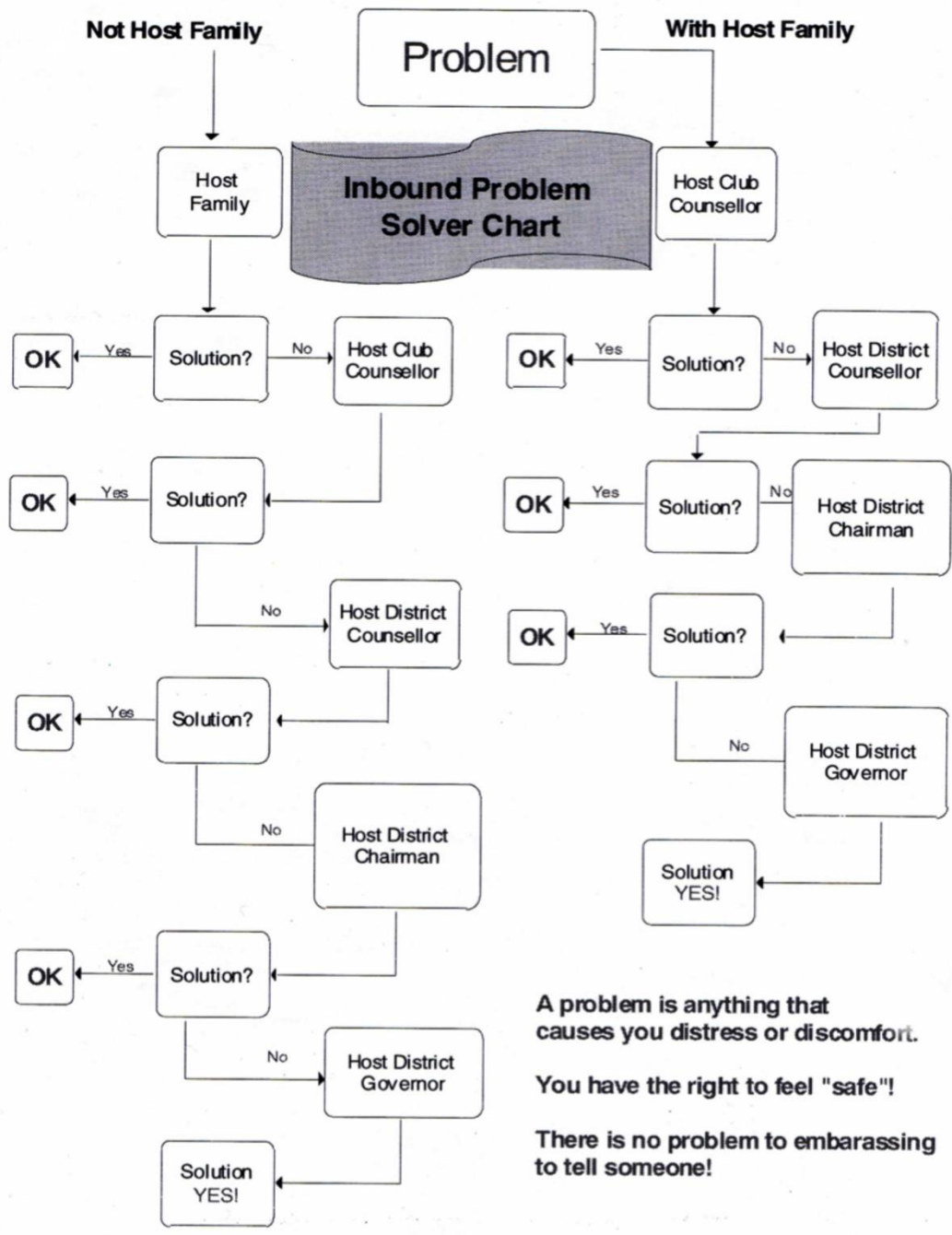
**20. Statements on my Application Form:** I acknowledge that I am bound by the statements I made on my application form, that false statements are unacceptable and may have serious consequences for me.

**21. Visits by parents and friends:**

- I acknowledge that visits by parents and friends from my home country are discouraged. I acknowledge that my parents or friends should not visit me in the first six months, the last month, during the school term, nor at Christmas or New Year, and that they should not expect to spend more than 10 days with me.
- I acknowledge that I must attend all compulsory District activities, regardless of whether my parents are visiting or not. I will not be permitted to travel around Australia with them and I will not be permitted to return home before my exchange is complete.
- I will not expect my host family to accommodate my family or friends.
- My boyfriend or girlfriend will not be permitted to visit me during my exchange.

**22. Return:** I will return directly to my home country by a route mutually agreeable to District 9620 and my parents or guardian. I, or my parents or guardian will pay any costs related to an early return home.

**Appendix 7. Problem Solving**



**A problem is anything that causes you distress or discomfort.**

**You have the right to feel "safe"!**

**There is no problem to embarrassing to tell someone!**

**Host Club Counsellor**  
**Name:**  
**Phone:**  
**Email:**

**Host District Counsellor**  
**Name:**  
**Phone:**  
**Email:**

**Country District Counsellor**  
**Name:**  
**Phone:**  
**Email:**

**Appendix 8. Host Parent's Report**  
**HOST PARENTS' REPORT**

TO BE COMPLETED AT THE END OF THE STAY, OR SOONER, IF NECESSARY

Students name: .....

Host parents' names : .....

Address:

Tel:

Date of transfer :

Were any difficulties experienced in the change over? Yes/No If yes, please elaborate:

.....  
.....

Please rate the student below:

(A = excellent, B = Good, C = average, D = poor)

Student's Relationship with Counsellor

Student's adaptation to school and conscientious attendance to work

Student's relationship with host parents and ability to fit in with the host family in a short space of time

Student's relationship with peer group

Student's relationship with Rotarians and other adults

General Comments:

Would you accept another student from the program? YES / NO

**Please return this form, duly completed to:**

Chair D9620 Youth Exchange Committee

P.O. Box 492

Bribie Island QLD 4507

## **Appendix 9. Questions for school integration**

### **QUESTIONNAIRE FOR SCHOOL INTEGRATION**

1. How do I address the Principal and other Staff Members?
2. Is there a formal address for anyone else at the school?
3. Do I have a School Counsellor and if so who? May I see them if I have a problem at school?
4. What are the names of my Subject Teachers?
5. Is there anyone else whose name I should know?
6. If there is a language problem, how and where can I get help? Are there any classes that I could attend, maybe at a lower level?
7. What is the daily weekly or yearly timetable?
8. What is my curriculum and are there any options?
9. Would I be bound to the curriculum or could I , for example, study and complete a project on the local geography, etc? Or assist the junior members of the school or work in the library?
10. Regarding my writing tests and exams, could we please discuss the School's, Rotary's and my feelings and come to some consensus.
11. There are probably school rules and/or etiquette which other students or familiar with. So that I do not unwittingly step out of line, could we please discuss these - e.g. Teacher/student, Prefect/student, relationships; disciplinary system; Dress Code, etc
12. Am I permitted to play sport or a musical instrument and represent the school, if good enough?
13. Are there any other extra curricular activities in which I can participate?
14. Does being a Senior entitle Seniors to any privileges? Does this apply to me or not?
15. If one wishes to use school equipment, e.g. sports or musical equipment, audio visual or library, what is the procedure?
16. What is the Principal's expectations of me and Rotary?
17. My Rotary commitments will occasionally clash with the school curriculum. Could we please discuss this and establish a system of dealing with it, to avoid any misunderstandings?
18. I look forward to school for the next year meeting my fellow students and saying a few words to introduce myself.



**Appendix 10. Student Emergency Information****INBOUND STUDENT EMERGENCY INFORMATION**

We suggest that when the student arrives the Club Counsellor attains the information below and issues it to each host family. This information may be needed in case of a visit to the doctors or hospital or for travel.

<b>Students Full Name</b> (as shown in passport)	
<b>Students Date of Birth</b>	
<b>Students Country of Birth</b>	
<b>Students Home Address</b>	
<b>Parents Names</b>	
Parents – Contact Details	
Emergency Contacts	
<b>Passport Number</b>	
Country of Passport	
Date of Entry to Australia	
Passport Visa Number	
Visa Entry Date	
Visa Expiry Date	
Visa – Single Or Multi Entry	
Visa Type	
<b>OSHC Card Details</b>	
Company Name	
Policy Number	
Period Covered	
Travel & Health Insurance Policy	
Company Name	
Policy Number	
Period Covered	
24 Hour Emergency Number	
<b>Medical</b>	
Is the Student on any medication?	
What is the Medication?	
What is the Medications Use?	
Are they allergic to anything?	

DISTRICT 9620 ALLEGATION REPORTING GUIDELINES

**Statement of Conduct for Working With Youth:** The district strives to create and maintain a safe environment for all youth who participate in Rotary activities. To the best of their ability, Rotarians, Rotarians' spouses and partners, and other volunteers must safeguard the children and young people they come into contact with and protect them from physical, sexual, and psychological abuse.

No tolerance for any abuse or harassment: Rotary International and its districts are committed to protecting the safety and security of all youth program participants and will not tolerate abuse or harassment. All allegations will be taken seriously and must be handled within the following guidelines.

The safety and well-being of program participants must always be top priority.

Definitions

**Emotional, psychological or verbal abuse** — The use of fear, humiliation, or verbal assault to control the behavior of another. Examples include rejecting the person, preventing them from developing normal social relationships, and making derogatory statements about their race, religion, abilities, intellect, tastes, or personal appearance.

**Physical abuse** — Physical contact intended to cause pain, injury, or other physical suffering or harm.

**Neglect** — Failure to provide the food, shelter, or medical or emotional care that is necessary to well-being.

**Sexual abuse** — Engaging in or arranging implicit or explicit sexual acts. This includes pressuring someone to perform a sexual act alone, or sexually engaging directly with another person of any age or gender through force or coercion, or with anyone who is unable to give consent. Any sexual activity between a legal adult and a minor or youth program participant, or any nonconsensual sexual activity between peers, is considered sexual abuse. Sexual abuse can also include offenses that don't include touching, such as voyeurism, indecent exposure, stalking, electronic harassment, or showing a young person sexual or pornographic material.

**Sexual harassment** — Sexual advances, requests for sexual acts, or verbal or physical conduct of a sexual nature that is unwanted or directed at someone who is unwilling or unable to consent. In some cases, sexual harassment precedes sexual abuse and is used by sexual predators to desensitize someone or accustom them to inappropriate behavior. Examples of sexual harassment include:

- Sexual epithets or jokes, written or spoken references to sexual conduct, gossip about someone's sex life, or comments about a person's sexual activity, deficiencies, or prowess
- Giving private or secret gifts, including those of a sexual nature
- Verbal abuse of a sexual nature
- Display of sexually suggestive objects or images
- Sexual leering or whistling
- Inappropriate physical contact, such as intentionally brushing against a person
- Obscene language or gestures, suggestive or insulting comments

**Grooming** — Establishing an emotional connection with someone to lower their inhibitions and gain their trust with the intent to be sexually abusive.

**Consent** — An informed, knowing, and voluntary permission for something to happen, including sexual activity.

**Receiving a Report of Abuse or Harassment**

Any adult to whom a program participant reports abuse or harassment must:

- **Listen attentively and stay calm.** Acknowledge that it takes courage to report abuse or

harassment. Be supportive, but remain neutral; do not express shock, horror, or disbelief.

- **Assure privacy but not confidentiality.** Explain that you will have to tell someone about the abuse or harassment to make it stop and to prevent it from happening to others.
- **Get information, but don't interrogate the participant.** Ask questions that establish facts: who, what, when, where, and how. Reassure the young person that they did the right thing in telling you. Avoid asking why questions, which may be interpreted as questioning the young person's motives, implying they are at fault, or suggesting that you don't believe them. Remember that your responsibility is to report this information to the proper authorities.
- **Be nonjudgmental and reassuring.** Avoid criticizing anything that has happened or anyone who may be involved — even the accused, because it could be someone they care about. It is especially important not to blame or criticize the young person. Emphasize that it was not their fault and that they were brave and mature to come to you.
- **Be patient and understanding.** A person who has experienced trauma might find it difficult to talk about the details of their experience. Encourage them to report as much as they can or as they feel comfortable discussing. Try to minimize any need for them to explain their experience again.
- **Document the allegation.** Take confidential notes that include details such as dates and locations they reference, as soon after the report as you can. Try to use the young person's exact words.

## Responding to an Allegation

The following steps must be taken immediately after alleged abuse or harassment is reported. Some of them may be performed by any program volunteer. Others, as specified, should be performed by a district officer.

### 1. Protect the young person.

Ensure the safety and security of the young person by removing them from the situation immediately and preventing all contact with the alleged abuser or harasser. Reassure the young person that this is for their safety and is not a punishment.

Take immediate action to safeguard the young person's health and well-being, and get them medical or psychological care, if necessary. If both the person who reported the problem and the person who is accused are young people, provide support to both of them.

### 2. Report the allegations to appropriate authorities.

Immediately report all cases of abuse or harassment — first to **Queensland Police** for investigation and then to club and district leaders. The investigation of alleged abuse or harassment must be left entirely to law enforcement agencies. All investigations must be conducted by authorities that are not affiliated with Rotary.

In most situations, the first Rotary contact is the **District Governor** and, in their absence, **D9620 Youth Protection Officer**, who will be the liaison to and seek guidance from the appropriate agencies. If the allegation involves this individual, the district governor or the **Youth Protection Officer** should be the main Rotary contact. The district will cooperate with police and legal investigations.

The district has researched local, state or provincial, and national laws related to youth protection, including reporting allegations, and notes the following legal requirements, of which all volunteers must be aware:

Working with Children (Risk management and Screening) Act 2000

### 3. Remove the accused person from contact with youth.

The district will remove the alleged offender from all contact with Rotary youth program

participants until the matter is resolved.

Follow district-established criteria and procedures for removing a Rotary Youth Exchange student from a host family if the student makes an allegation against a host family member. Move the student to another host family that was screened in advance.

#### **4. Avoid gossip and blame.**

Do not tell anyone about the allegation other than those who need to know. Take care to protect the rights of everyone who is involved during the investigation.

The district maintains the privacy (as distinct from confidentiality) of any person who has been accused by enforcing the following procedures:

the following legal requirements, of which all volunteers must be aware: Maintain privacy of the individual, only advising the District Governor, The District Youth Protection Officer and the Club Youth Protection Officer if required, who must maintain the confidentiality of all information relating to Youth Protection. Should the allegation be proven by Queensland police, then the person is noted as a Prohibited Person and RI Youth Protection Office must be advised.

#### **5. Follow up and implement safeguards.**

All Rotary member and nonmember volunteers who know about an allegation must make sure that RI is informed of it within 72 hours. A district officer will provide ongoing status reports to RI.

The district will also make sure that the parents or legal guardians of the participants (whether they are accused or making the accusation) have been notified. The district will refer all involved young persons to an independent, non-Rotary counselor who can provide them professional emotional support

If law enforcement agencies will not investigate, or if the investigation is inconclusive, the district governor will appoint a committee to coordinate an independent review to ensure that district youth protection policies were followed, confirm that youth safety was treated as the highest priority, and determine whether any changes to district procedures are needed. This review is not responsible for determining the validity of any allegations. That can be done only by youth protection agency personnel or trained law enforcement professionals.

When the district is notified of the outcome of any investigation by law enforcement, whether criminal or not, it will contact everyone involved in the incident. The district will document all allegations and accusations, as well as the final outcome and the actions taken to resolve the situation. Patterns of inappropriate behavior must be identified and addressed.

## Appendix 12 Crisis Management Plan for Youth Programs

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## **INTRODUCTION**

A crisis management plan is a carefully developed set of protocols designed to help individuals deal effectively with real and perceived emergency situations when they arise. A real emergency is one that poses an immediate danger, while a perceived emergency is a potentially risky situation that may develop into a dangerous situation.

It is essential that District 9620 is prepared to respond to both real and perceived emergencies in respect of any of its Youth programs, as either can turn into a crisis situation, posing serious risks to student and volunteer health, safety, and security – as well as the district’s reputation.

## **PURPOSE**

The health, safety & security of our volunteers & youth program participants is our highest priority. As such, this ‘Crisis Management Plan’ (CMP) has been developed as an important procedural resource to assist District 9620 (herby referred to as the district), volunteers & participants respond effectively when a crisis occurs in order to minimise risk & help ensure the safety of all, to the greatest extent possible.

### **a) Applicability**

The CMP applies to all Rotary youth programs conducted by the district and/or the district Rotary clubs. District youth programs are conducted by an appointed district program Chair with oversight by the District Youth Program Coordinator (DYPC) and ultimately the District Governor (DG).

District 9620 covers a wide area of southern Queensland from Gympie in the north to Ormeau-Pimpama in the south and west to Kingaroy, St George, and Mitchell. The district includes major cities, such as Brisbane, Ipswich, and Toowoomba, as well as many large regional towns. The district also includes Papua New Guinea, The Solomon Islands, and Nauru. District youth programs can be held in different locations across the district area and when the district hosts Rotary Youth Exchange (RYE) participants they may be hosted in any parts of the district, including urban cities, towns, or non-urban rural localities.

### **b) Crisis Situations Generally**

There are potentially many situations where a program participant may encounter a crisis, some that impact them personally, some that are within proximity, and some where there is no direct impact but may have a state or national impact on the program.

While many of our youth programs involve local participants, our RYE program will involve international students hosted in our District, or alternatively will involve District 9620 students hosted by Rotary Districts overseas.

A crisis may involve an individual student or a group of students; it may involve the death of a student, a transportation accident, food poisoning, wildland fire, floods, and many other possibilities. Even if there are no serious injuries or illnesses, a crisis may exist because of public perception, especially in the case of a RYE inbound student with involvement of the student’s home embassy and the press.

Minor and even significant accidents ranging from minor cuts and sprains to broken bones are in the first instance dealt with by the immediate adult supervisors. Major trauma will be reported to the District



Governor (DG) via relevant program Chair and the DYPC.

The primary outcome of any measure taken is to ensure the safety of program participants and if possible, to enable the participant, or participants to complete the program. For participants in RYE and for extreme cases, the student may need to be repatriated home. Actions required will be communicated to the participant's natural parent/guardian.

***One of the most important points to remember is Safety First! Act immediately to protect the student, family or other person who needs protection. This may involve calling for medical or public safety assistance, removing the student from the home or situation or some other immediate action.***

#### c) Management of district youth programs

The District Governor has overall responsibility for the programs and governance within the district. The district board consists of the district governor, district governor elect, district governor nominee, immediate past district governor, company secretary, administration director, finance director and emerging services director.

Youth programs are coordinated by a district youth program coordinator (DYPC) with program chairs appointed for each youth program, including

- Rotary Youth Exchange (RYE)
- Rotary Youth Program of Enrichment (RYPEN)
- Rotary Young Drivers Awareness (RYDA)
- Interact
- National Youth Science Program (NYSF)
- Rotary Youth Leaders Award (RYLA)
- Rotary Youth Transition Seminar (RYTS)
- Rotary Reading Assistance Program (RRAP)
- Earlyact

#### d) RYE Long Term Exchange participants

While there is a constant duty of care for all participants in the district's youth programs, the participants in RYE are long term visitors to our country and warrant extra care while under our program. These participants are selected from exchange partner districts across the world (Inbound students) and will become known to the RYE Chair usually in January/February with their planned arrival in July/August the following year, when they will then spend about 48-52 weeks in the district.

Individual RYE students are hosted by one of the district Rotary clubs and their primary safety, amongst the host club members in the club's locality, with host families and within the club's community, is managed by the Rotary club student counsellor and club president. The district RYE Chair will oversee the club's primary safety measures, keep volunteer records relevant to the student and approve out-of-district travel by students and for any district RYE activity including trips.

Participants selected from within the district commence in the RYE program from the time of selection, usually in May, and are considered as Outbound students. These participants undertake training and preparation and depart Australia on exchange, usually mid-January. The participants return to Australia usually in early January the following year after almost a year on exchange. The return date may vary if circumstances dictate a change. Upon return the participants undergo a debrief. The RYE program is reviewed and updated as necessary.

For Outbound students, the exchange period in respect of the duty of care and coverage of this policy/CMP and the D9620 Youth Protection Policy is considered from confirmation of selection until the participants formal debrief. However, for the period the Outbound student is within their exchange partner district, the equivalent policies and processes of the hosting partner district apply and with oversight of the student's wellbeing by the hosting district RYE Chair. The D9620 RYE Chair will maintain contact with the hosting RYE Chair on matters of Outbound student safety and wellbeing.

For Inbound students, this CMP and the D9620 Youth Protection policies apply from time of arrival to time of departure from the district.

## **II. PREPARATION AND CRISIS PREVENTION**

### a) Development

The district's crisis management policy and related overall District Crisis Management Plan (CMP) includes a comprehensive assessment of local risks, with advice from external agencies whose

published resources, advices and processes are considered:

- Relevant National government agencies (including the Australian Federal Police);
- Relevant Queensland State agencies; (including health and police services).
- Relevant PNG, Solomon Islands & Nauru agencies (including health and police)

*See Appendix - Contact list for District 9620 CMT, Youth Program Chairs, and key government agency personnel for current relevant agencies contacts*

#### b) Training Schedule

Training and understanding of this CMP will be provided as part of District Training schedules to district and club personnel who have responsibilities for youth programs, and annually at district assemblies. Program chairs will provide training and understanding of the policy/CMP for the program committees, program participants and volunteers, and including family members who are part of the program at program events, and at least annually.

The program chair will include in the respective training, information to the program committee, volunteers, and participants to ensure they are subscribed to automated alerts from their respective government agencies, health agencies, or emergency notification systems.

#### *For RYE participants*

- i. Outbound students and their family will receive training and understanding of the CMP as part of exchange preparations. Outbound students will be instructed to become aware of the equivalent safety and wellbeing related policies of their hosting exchange partner district. The RYE Chair will seek the equivalent policies/plans before the Outbound student departs on exchange.
- ii. Inbound students will receive orientation including understanding of the CMP as soon as practical after arrival into the district.
- iii. The CMP will be included in the exchange of D9620 documents with RYE exchange partner districts.

#### c) Planned and Unplanned Simulations

For the purpose of testing for readiness in the event of a crisis, the DG may initiate a planned or unplanned simulation of a crisis. The circumstances of timing of a simulation will depend on the program as some programs operated infrequently and some to a fixed calendar. Ideally a simulation will be carried out annually or at least no longer a period than every three years.

The following guidelines will be followed during both a planned and unplanned simulation:

- It will be clearly identified that the crisis is a simulation and there is no immediate risk to young people or volunteers.
- A crisis simulation shall not be conducted during an active crisis or immediately following a resolved crisis.
- A crisis simulation shall not be conducted during a scheduled conference, training event, planned group travel, or other event so as to avoid confusion.
- The DG will confirm when the crisis simulation has ended.
- The Crisis Management Team will immediately conduct a debriefing session as outlined in Section VI.

### **III. CRISIS MANAGEMENT TEAM**

The district's Crisis Management Team (CMT) will constitute the following members and include the outlined responsibilities. In the event of a vacancy, temporary leave of absence, or incapacitation of any member of the Core or Additional CMT, the DG shall designate a trained replacement.

#### a) Core Crisis Management Team:

**District Governor.** (This role may be delegated to a Past District Governor at the discretion of the District Governor of the day).

Responsible for overseeing all aspects of crisis response, convenes meetings, and delegates tasks as necessary. Represents the district and serves as the appointed spokesperson when answering media inquiries. Has ultimate decision-making authority when determining the level of a crisis (upon consultation with the CMT) and actions to take in response to a crisis according to the response protocols. A trained alternate should also be available in case the governor (or delegate) is impacted by



the crisis or otherwise unable to perform their crisis management duties.

**District Governor Elect:** Responsible to support the DG, coordinate training needs to district personnel and participants in consultation with program chairs, chairs the CMT meetings in the absence of the DG.

**District Youth Protection Officer:** Assists with overseeing crisis response and serves as a consultant (when appropriate) or consults with local experts for guidance, when necessary, monitors developments of the situation, and coordinates communication within the district and its clubs and with Rotary International. This person does not need to be an active member of a club to serve in this role.

**District Youth Programs Coordinator:** Coordinates the implementation of the policy within each district and/or club youth program, reports to the DG on matters arising from the operations, debriefs and reviews of the policy.

**District Youth Exchange Chair:** Serves as the main point-of-contact for students and families involved in Rotary Youth Exchange, coordinating communication with them. Responsible for ensuring all students are safe and accounted for in the event of a crisis. Responsible for reporting updates to all members of the CMT.

#### b) Additional Crisis Management Team

The members of the additional Crisis Management Team may be called upon to assist the core Crisis Management Team from time to time and where there is specific advice and information required but are not permanent members of the core team.;

**District Insurance Officer:** Maintains awareness of the CMP requirements, coordinates insurance issues and claims that arise from crises arising through the policy.

**District Legal Officer:** Maintains awareness of the CMP requirements, coordinates legal issues and provides advice to the CMT on matters that arise from crises identified through the CMP.

*Note: when a crisis management review involves Interact or RYLA the relevant program chair will be included.*

**District Interact Chair:** Serves as the point-of-contact for youth and families involved in Interact, coordinating communication with them. Responsible for ensuring all students are safe and accounted for in the event of a crisis. Responsible for reporting updates to all members of the CMT.

**District RYLA Chair:** Serves as the point-of-contact for participants and families involved in Rotary Youth Leadership Awards, coordinating communication with them. Responsible for ensuring all participant are safe and accounted for in the event of a crisis. Responsible for reporting updates to all members of the CMT.

*Note: Other Youth Program Chairs may be included on an as need basis where a crisis is or may impact their program.*

## IV. CRISIS SITUATIONS & RESPONSE PROTOCOLS

### a) Crisis situations

Each section below outlines crisis situations by type and the appropriate protocols to be followed depending on the Level. The Core CMT and ultimately the DG decides the level of a crisis and when to escalate or de-escalate a *crisis*.

Accidents	Physical Health Emergencies
Mental Health Emergencies	Natural Disasters – eg. Flooding, wildfires
Political and Civil Unrest	Crime or Violence
Terrorist Threat or Attack	Missing Person
Death	

Within the D9620 locality the perceived expected crises are limited to acute accidents, flooding and extended major health pandemic, with terrorism events that are considered extremely rare in nature.

#### *Participants in the RYE program*

In general students are provided with two forms of activity and both have a natural degree of supervision through the Rotary Code of Policy, district policies and the club hosting responsibilities, according to the nature of the activity.

- a) Club managed activity: A student may be impacted by an accident of a minor or serious outcome when the student is in the direct care of the host Rotary club. The nature of the accident response is level 1, below. In these cases, the student counsellor will coordinate appropriate treatment for the student and notify the RYE Chair within 12 hours. The RYE Chair will coordinate appropriate medical and insurance measures to support the student and ensure the natural parents/guardian are notified of the incident as soon as practical.
- b) District managed activity: The RYE Chair will ensure the arrangements for this activity includes an appropriate risk management assessment, has appropriate adult supervision and readily available communications. In the event of any incident, measures will be taken for the treatment and insurance measures to support the student and ensure the natural parents/guardian are notified of the incident as soon as practical.

#### b) Responses to impacts to youth program participants

In the case of civil unrest, crime or violence, terrorist and Missing Person incidents, the participant's adult supervisor of the youth program will take direction from the appropriate government agency (police or emergency service), act on the advice and as soon as practical will notify the program Chair and the DG. The program chair will notify the participant's parent/guardian or next of kin as soon as practical.

In the case of the participant being impacted by a Mental Health episode, either themselves or others nearby, the participant's adult supervisor will ensure appropriate medical and mental health support is contacted immediately so measures to support the participant and as soon as practical will notify the program Chair and the DG. The program chair will notify the participant's parent/guardian or next of kin as soon as practical.

In the case where any incident, crisis leads to the death of the participant, the appropriate medical services will be obtained and police will be notified. The program Chair immediately notify the DG who will consult with the police as to the notification of the participant's parent/guardian or next of kin.

The following responses are considered the likely incidents and crises that a participant of a youth program may experience from time to time.

#### a) Accidents

Level I – Minor Injury/Accident: The emergency (or perceived emergency) does not currently present a significant health or safety risk and does not appear to require medical intervention and involves only one or two people. If more than two people are affected by a minor injury/accident, follow the response protocol for Level II

1. Immediately alert the on-site or responsible health, safety, or medical personnel to assess the injury/accident
2. Have a qualified/trained volunteer administer first aid to the injured person(s) and safely transport them to the designated area of refuge if needed
3. Continue to monitor the affected person(s) and contact emergency medical assistance if necessary (escalate to Level II)
4. Contact the parent/guardian within 24 hours of the injury/accident
5. Report the injury/accident to the District Insurance Officer and YPO
6. The participants supervisor (student counsellor for RYE, or adult program chair of supervisor) will inform the youth program Chair and the Chair will inform the DG as soon as practical.

Level II – Serious Injury/Accident: The emergency (or perceived emergency) may present a significant health or safety risk and requires medical intervention for one or more person or more than two people are affected by a minor injury/accident

1. Immediately alert the on-site or responsible health, safety, or medical personnel to assess the injury/accident
2. Immediately contact emergency medical services
3. Have a qualified/trained volunteer administer first aid to the injured person(s) and safely transport them to the designated area of refuge if needed
4. For youth program group participants

- a) Ensure that other youth program participants are being supervised while attending to the needs of the injured person(s)
  - b) As soon as practical after the incident occurs, contact the parent/guardian/next of kin and District Insurance Officer
  - c) Report the injury/accident to the District YPO and DIO within 72 hours of the injury/accident, in order that any relevant issues of protection or insurance can be addressed in a timely manner.
5. If the person(s) are required to be transported to a hospital or emergency medical facility, designate an adult volunteer to accompany them and other adult volunteers to supervise remaining youth program participants
  6. Inform District Media Officer and determine if there may be any media coverage and activate a media crisis response protocol.
  7. Inform all members of the DLT to help manage the 'rumour mill', ensuring all remain on message.
  8. Report the injury/accident to RI within 72 hours

**Level III – Critical Injury/Accident:** The emergency (or perceived emergency) presents a significant or critical health or safety risk and requires immediate medical intervention or life- saving procedure

1. Immediately alert the on-site or responsible health, safety, or medical personnel to assess the injury/accident
2. Immediately contact emergency medical services
3. Have a qualified/trained volunteer administer first aid to the injured person(s) and safely transport them to the designated area of refuge if needed
4. Ensure that other youth program participants are being supervised while attending to the needs of the injured person(s)
5. As soon as practical, contact the parent/guardian/next of kin and District Insurance Officer
6. Designate an adult volunteer to accompany the person(s) to a hospital or emergency medical facility and designate other adult volunteers to supervise remaining youth program participants
7. Inform the District Youth Protection Officer and District Media Officer and determine if there may be any media coverage and activate a media crisis response protocol.
8. Inform all members of the DLT to help manage the 'rumour mill', ensuring all remain on message.
9. Report the injury/accident to and Rotary International within 72 hours of the injury/accident

**Level IV – RYE specific**

1. Enact protocols based on the assessed Level, above.
2. If the incident occurs while student is within the host family or club environment, the student counsellor will notify the RYE Chair who will notify the appropriate District officer (Youth Protection Officer, District Insurance Officer), and the DG.
3. The RYE Chair will ensure the parent/guardian is notified of the incident and the measures being taken for the safety and wellbeing of the student as soon as practical, and within 72 hours and the RYE Chair will ensure appropriate the policy measures are completed.

*b) Physical Health Emergencies and Natural Disaster (eg, Pandemic, Wildfire, flooding or similar)*

**Level I – Monitor:** The emergency (or perceived emergency) does not currently directly impact participants or volunteers, and is perceived to be a contained/isolated situation

1. Distribute or communicate information to volunteers, students and their parents, and RI related to how the emergency is impacting/has impacted nearby cities, countries, etc., to create awareness and educate stakeholders on how to protect themselves, and to assure them that the situation is being monitored by the CMT.
2. Continue to monitor developments, including any alerts and updates issued by federal, state, and local government agencies for further guidance.

**Level II – Plan:** The situation does not yet directly impact participants or volunteers but has developed or progressed/spread to other areas and is no longer isolated or contained

1. Activate crisis team to monitor developments, prepare for and plan for next level of severity
2. Prepare formal communication to individuals who express concerns about the developments, as well as a proactive, informational communication to all stakeholders (volunteers, students, and parents/next of kin)
3. Identify the criteria that would require activities, such as in-person gatherings or travel to be postponed or cancelled
4. Identify the criteria that would require program participants to self-isolate, quarantine, seek medical treatment, or be repatriated
5. Develop a specific plan based on the criteria identified should the emergency spread to or directly impact your region, including participants and volunteers, and communicate this plan to all. The plan should include specific dates that actions will be taken if the situation does not improve or worsens
6. Contact the DIO for insurance-related questions or claims to determine what steps may be required to report to insurance provider(s) and to access any resources the carrier may have available

Level III – Act: The emergency directly affects the district/region, students/participants and volunteers

1. Implement actions steps identify in Level II to prevent risk to students/participants or volunteers (e.g. cancelling activities, events, or travel)
2. Communicate emergency and contingency procedures to students/participants, volunteers, and parents
3. Communicate emergency and contingency procedures to all relevant local, national, or international government or health agencies as necessary to coordinate repatriation or safe travel
4. Contact the designated person responsible for insurance-related questions or claims to determine what steps may be required to report to insurance provider(s) and to access any resources the carrier may have available
5. Issue refunds or notice of cancellation for all pre-paid or registered events, trips, or other program-related costs
6. Notify RI within 72 hours of any emergency medical treatment, hospitalisation, or repatriation of program participants related to the emergency
7. Continue to monitor and adapt procedures as situation develops
8. Continue to take direction from and follow advice from relevant state agencies such as Fire and emergency service agencies.
9. Arrange for participants to return home while ensuring their continued safety.

## **V. CRISIS RESOLUTION**

### **a. De-escalating a Crisis and Declaring a Crisis Resolved:**

The DG is responsible for de-escalating a crisis (moving a crisis from a higher level to a lower level) and declaring a crisis resolved, taking into account advice from emergency service agencies, according to the following:

- De-escalating a crisis: a crisis level will be moved from a higher level to a lower level, when appropriate, when all steps in the response protocols have been followed, but there is still a need to maintain a level of crisis awareness or response, and that response is more appropriate to the protocols described by a lower level. The DG will communicate with the Core CMT in the event of a de-escalation of a crisis and activate the notification protocols as necessary.
- Declaring a crisis resolved: a crisis will be deemed resolved when all steps in the response protocols have been followed, there is no immediate risk to program participants and volunteers, and there is no need to maintain a level of crisis awareness or response. The DG will communicate with the Core CMT in the event of a resolution of a crisis and activate the notification protocols as necessary.

#### b. Debriefing:

Immediately following a resolved crisis, a crisis simulation, or a narrowly avoided crisis, the Core CMT shall conduct a debriefing. Members of the Additional CMT may also be included, as necessary. The purpose of the debriefing is to ensure the response protocols were followed, if there are any action steps needed as a result of a crisis resolution, including, but not limited to, making updates to the crisis management plan, and conducting emergency trainings.

Note: Debriefings can be formal or informal but should always include a thorough and honest assessment of the crisis response so that improvements can be made.

#### c. Updating the Crisis Management Plan and Emergency Training:

It is important to review the CMP annually. The plan shall be updated as follows:

- Annually prior to the start of the new Rotary year
- Following any changes to leadership or other youth protection policies.
- As a result of recommendations from a debriefing following a resolved crisis, a crisis simulation, or a narrowly avoided crisis.

Emergency (unscheduled) trainings shall be conducted as follows:

- Immediately following a resolved crisis when the results of a debriefing reveal a need to do so.
- If a crisis or emergency that involves young people is narrowly avoided, especially when the results of a debriefing reveal that youth protection policies or response protocols were not followed.

## **VI. OTHER IMPORANT CONSIDERATIONS**

#### a. Supporting Young People During a Crisis

Young people may require additional support, mental health counselling, or medical attention during or immediately following a crisis. It is important to check-in with young people who have experienced a crisis themselves as well as others who may have been present during an in-person emergency or who may also be indirectly impacted (friends, family, or others close to someone who experienced a crisis).

The following procedures should be followed during a crisis and immediately following a crisis:

- Assess the physical, mental, and emotional state of young people directly or indirectly impacted by a crisis
- Be supportive but also respect the young person's right to privacy or confidentiality if there is no reporting requirement
- Schedule a follow-up with anyone directly or indirectly impacted by a crisis with an appropriate person (Club counsellor, district Youth Protection Officer, etc.)
- Offer additional support services where required. As an example, this could include counselling for mental health support.

#### b. Administrative Protocols

Reporting: All required reporting (district-level, local, state/provincial, national, international, and RI) shall be completed within the designated required timeframe.

Record-keeping: An official record of a crisis response, including the corresponding completed debriefing questionnaire, along with any other relevant materials (press/media releases, media coverage, insurance claim application forms, official letters, email correspondence, police reports, etc.) shall be filed along with other private and confidential reports, accessible to only those with a need to review the record.

#### c. Insurance and Expenses

Insurance: The district maintains liability insurance which can include coverage for bodily injury and/or property damage incurred in an emergency/crisis. Review the policy coverage/limits for additional information and policy reporting guidelines. All insurance-related questions or requests to submit a claim must be referred to the District Insurance Officer for processing.

Note: A RYE student's travel insurance that complies with Rotary Code of Policy provides medical, repatriation, and evacuation coverages. The DIO and the RYE Chair should be aware of and understand the policy requirements, and the process for activating coverage, reporting a loss, and submitting a claim. Where necessary the District will cover emergency expenses in the first instance and arrange

recovery of these expenses once the crisis has passed.

#### d. Media Crisis Guidelines

In the event of a media inquiry, request for comment, interview, or other details related to a crisis, the designated media spokesperson shall be the DG, unless otherwise formally delegated. All volunteers should be instructed as part of their crisis training to not respond to or otherwise comment on a crisis situation and rather refer all inquiries to the designated spokesperson. All volunteers should refrain from commenting on or otherwise sharing published content involving a crisis and refer the content to the designated spokesperson.

#### e. Key points

- Timely, accurate and concise information is critical to effectively manage a crisis.
- Safety of program participants is the priority focus in the first instance
- The District Crisis Management Team (DCMT) will manage all crises
- The DG chairs the DCMT
- All DCMT members will ensure they are contactable at all time
- All media enquiries to be directed to DCMT Chair
- In accordance with the District Media Policy the DG is the District Media spokesperson for all media enquiries, unless specifically delegated.



## APPENDIX 1. ROTARY INTERNATIONAL GUIDELINES FOR YOUTH EXCHANGE EMERGENCIES

*The below guidelines for Rotary Youth Exchange emergencies are provided by RI, and should be read in conjunction with the District 9620 Crisis Management Plan.*

Although they are rare, unfortunate emergency situations do occasionally arise during Youth Exchange activities. Preparation for any possibility is an essential part of a Youth Exchange program. How the student's family and the media perceive the emergency was handled will have a direct impact on the program. The following guidelines outline how to prepare in advance for a possible emergency, the individuals to contact should an emergency occur, and the steps to follow during an emergency.

### Tips for Emergency Preparedness

- The district Inbound Counsellor should have copies of the airline ticket and passport should the student be traveling or in case the student's documents are not accessible through the club counsellor.
- The district Inbound Coordinator should obtain consent from the student's parents or legal guardians to reissue a student's passport in the event it is lost, stolen, or inaccessible at time of departure.
- The district Inbound Coordinator should share with the sponsoring Youth Exchange Officer the student's itinerary and know who will meet the student at the airport upon arrival.
- The District Inbound Coordinator and current host family should know details regarding all of the student's travel plans and should ascertain that these travel plans have been approved by the natural parents/legal guardians of the student, especially if the student is traveling to another city or country during the exchange.
- The student's parents should issue a written authorisation letter (or powers of attorney) naming the host Rotarian counsellor, host families, and another Rotarian of the host/receiving club (preferably the host club president), any of whom is to act for the parent in the event of injury or death. This is very important because most government departments and local authorities require it. Some districts have the parents/legal guardians sign a number of parental consent forms separate from the application form to ensure that each host family and counsellor has a copy of the form. The letter should also authorise the incurring of:
  - Funeral expenses (cost of claiming body, embalming, casket, compliance with legal and government fees, and transportation of casket/body, cremation cost, etc.) to be reimbursed from the insurance policy.
  - Expenses of authorized persons (Rotarian counsellor and/or host parent) to act on behalf of parent (transportation and hotel charges for travel to place of accident, etc.), to be reimbursed from the insurance policy. The handling of expenses is important as not every host club can afford to incur such immediate expenses. The ability of the club or district to handle immediate costs can prevent a tragic situation from becoming worse. The host Rotarian is committed to treat the student as though he/she is his/her own child and will do everything a natural parent would do if faced with similar circumstances. However, if a host Rotarian has to spend a substantial amount of money for immediate needs, other Rotarians may be discouraged from becoming host parents and counsellors in the future.

## APPENDIX 2. CLUB ROLE AND INVOLVEMENT IN CRISIS RESPONSE

*This appendix provides guidance for a club where a student they are supporting/hosting is involved in or impacted by a crisis situation.*

The Club plays an important role in responding to a crisis. Each club's Youth Committee will act as the initial Crisis Management Committee at a club level. Each committee member should be aware of the District Policies and Plans on Crisis Management. A crisis will however be quickly escalated to the District Crisis Management Team.

When a tragic event occurs, things need to be done quickly. Tasks should be assigned to the various members of the club committee/district CMT. The important thing is to document the crisis details and inform the DCMT immediately, so the DCMT can take over the management and handling of the crisis.

Suggested Club Crisis Management Team members are listed below. Your Club may choose to add other persons to your Committee as the need arises.

- Club Youth Director (or equivalent)
- Club Counsellors (both inbound and outbound)
- Other Club Youth Committee members
- Club President
- Club Youth Protection Officer
- Current Host Parents

The Club should work with the District Crisis Management Team to ensure payment for any expenses incurred are paid immediately. The DCMT should approve the expenses to be incurred. The District Youth Exchange Committee will support the Club, as long as the DCMT is involved in the decision to incur the expense.

The goal is to not add burden to the student's family in the midst of the crisis. The matters need to be handled and after the immediacy of the crisis situation has been resolved, the Club and District can work together to resolve the financial matters, such as pursuing insurance reimbursements, and requesting additional funds from the parents, or other suitable resolution.

### APPENDIX 3. RYE GUIDELINES

*These guidelines are specific to Rotary Youth Exchange students*

#### ***Inbound Students***

This guideline addresses an emergency or crisis situation involving an individual student or a group of the District's RYE inbound students.

In the event of a crisis such as death, serious injury, serious illness, natural or other disaster or other problem deemed serious by the Host Club, the Host Club Youth Exchange Officer (YEO) shall contact the DCMO immediately and provide the following details at a minimum:

1. Name of student(s) involved.
2. Home country of student(s) involved, including sponsor district number(s), if possible.
3. Host Club name(s).
4. Name and contact information for local Rotarian(s) to be contacted in this specific emergency.
5. Sufficient details involving the crisis.

Be sure to take a few moments to document and make written notes of what happened (answer the questions of who, what, when, where, why and how as specifically as possible) and to outline next steps. Thinking through a plan of action before anything further is done will help to avoid problems later.

Upon notification of the crisis, the DCMT will immediately take over management of the crisis, including:

1. Managing all necessary internal (within District) communications:
  - Contact all members of the District Crisis Management Team and relay crisis information and status updates throughout the crisis.
  - Request any necessary assistance from team members relative to the crisis. This may include research or other procedures. The DCMT may also include or ask for assistance from the Club and others outside of the District Crisis Management Team. All parties will work together to create solutions. The team should use the Rotary International "Guidelines for Youth Exchange Emergencies" as a baseline.
  - Communication should also be extended to all other members of the District 9620 Youth Exchange Committee not affected by the crisis.
2. Managing all necessary external (out of District) communications:



- Contact and relay crisis information to Rotary International and provide status updates throughout the crisis.
- Contact and relay crisis information to RYEA and provide status updates throughout the crisis.
- Contact and advise others such as Embassy/Consulate for the student.
- Contact and advise counterpart officers in student's Sponsoring District.
- Contact insurance companies, if appropriate

3. Others who may need to be informed and not necessarily identified previously above include:

- Parents/Legal Guardians
- Host family(ies), club counsellor(s)
- Host and Sponsoring District Governors
- Host Rotary Club
- Local Rotary Club (if crisis occurs while away from the host area)

### ***Outbound students***

This guideline addresses an emergency involving a District 9620 student or students hosted by a District or Districts overseas.

In the event someone is notified of a crisis such as death, serious injury, serious illness, natural or other disaster or other serious problem involving a District 9620 Outbound Student, the person who receives the information shall contact the DG immediately and provide the following details at a minimum:

1. Name student(s) involved.
2. Name of Sponsor Rotary Club in District 9620.
3. Name of Host Rotary Club(s) of student(s) involved, including host district number, if possible.
4. Name and contact information for the Responsible Officer for the overseas region where crisis is occurring and who should be contacted in this specific emergency.
5. Sufficient details involving the crisis.

Be sure to take a few moments to document and make notes of what happened (answer the questions of who, what, when, where, why and how as specifically as possible) and to outline next steps. Thinking through the plan of action before anything further is done will help to avoid problems later.

Upon notification of the crisis, the DG and the DCMT will immediately take over management of the crisis, including:

1. Manage all necessary internal (within District) communications:
  - Contact all members of the District Crisis Management Team and relay crisis information and status throughout the crisis.
  - Request any necessary assistance from team members relative to the crisis. This may include research or other procedures. The team should use the Rotary International "Guidelines for Youth Exchange Emergencies" as a baseline.
  - Communication should also be extended to the current District Governor and all other members of the District 9620 Youth Exchange Committee not affected by the crisis.
2. Keep in contact with the Responsible Officer for the region where the crisis is occurring and work through the Responsible Officer to resolve the crisis.
3. Others who may need to be informed and not necessarily identified previously above include:
  - Parents/Legal Guardians
  - Host family(ies), club counsellor(s)
  - Host and Sponsoring District Governors
  - Host Rotary Club
  - Local Rotary Club (if crisis occurs while away from the host area)

APPENDIX 4. CONTACT LIST FOR DISTRICT 9620 CMT, YOUTH PROGRAM CHAIRS, AND KEY GOVERNMENT AGENCY PERSONNEL

*This contact list should be updated annually or anytime a change is made in district leadership. This list should be distributed to everyone listed below and anyone who may need to contact those on this list in the event of an emergency (students/participants, parents/next of kin, host families, onsite medical personnel, etc.)*

<b>Role</b>	<b>Name</b>	<b>Email</b>	<b>Mobile</b>	<b>Notifies</b>
<b><i>Core Crisis Management Team</i></b>				
District Governor (DG)				
District Governor Elect (DGE)				
District Youth Protection Officer (YPO)				
District Youth Programs Coordinator (DYPC)				
District Youth Exchange Chair (DYEC)				
<b><i>Additional Crisis Management Team</i></b>				
District Insurance Officer (DIO)				
District Legal Officer (DLO)				
District Media Office (DMO)				
RYLA Chair				
Interact Chair				
RYE Inbound Coordinator				
RYE Outbound Coordinator				
<b><i>Other Key Contacts</i></b>				
QLD Health				
QLD Education				
QPS				
AFP				
DHA (Comm)				

**APPENDIX 5. CRISIS INCIDENT DEBRIEF FORM**

This Form should be completed at the time of the Crisis debrief by a member of the CMT designated at the time by the DG.

**Section 1 – Crisis Overview**

Crisis Type:	
Crisis Level:	
Brief description:	<hr/> <hr/> <hr/> <hr/> <hr/>
Date(s) occurred:	

**Section 2 – Crisis Response Checklist**

<input type="checkbox"/> Yes	<input type="checkbox"/> No	1. Was the crisis type and level appropriately identified?
<input type="checkbox"/> Yes	<input type="checkbox"/> No	2. Was the crisis level appropriately escalated/de-escalated?
<input type="checkbox"/> Yes	<input type="checkbox"/> No	3. Were the response protocols followed according to the crisis type/level?
<input type="checkbox"/> Yes	<input type="checkbox"/> No	4. Were the notification protocols followed appropriately?
<input type="checkbox"/> Yes	<input type="checkbox"/> No	5. Were the reporting requirements followed appropriately?
<input type="checkbox"/> Yes	<input type="checkbox"/> No	6. If reporting required: Was a report submitted to RI within 72 hours?
<input type="checkbox"/> Yes	<input type="checkbox"/> No	7. Was the Insurance Officer and Insurance provider notified?
<input type="checkbox"/> Yes	<input type="checkbox"/> No	8. Was the crisis resolved appropriately?

Where an answer above is marked “No” please describe reasons below:

*Example: 1. At first, we thought the crisis was only a Level 1, but after reviewing it again we determined it was actually a Level 2.*

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**Section 3 – Crisis Management Plan Updates and Emergency Training**

<input type="checkbox"/> Yes	<input type="checkbox"/> No	1. Does the Crisis Management Plan need to be updated?
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If yes, describe below what updates are required.

*Example: The crisis definitions for each type of crisis will be updated with more detail to make it easier to identify the type and level of each crisis.*

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<input type="checkbox"/> Yes	<input type="checkbox"/> No	2. Is an emergency training required?
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If yes, describe below what updates are required.

*Example: The Core CMT will conduct a 30-minute virtual meeting with entire Crisis Response Team after the crisis definitions and levels are updated to make sure everyone is updated.*

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**Section 4 – Crisis Resolution Follow-up**

Outline all follow-up actions required, the responsible person for each, and a timeline to complete the action steps:

Follow-up Action	Responsible Person	Timeline
<i>Eg. Update the Crisis Management Plan</i>	<i>DG, Core CMT</i>	<i>4 weeks or by (insert date)</i>
<i>Eg. Conduct online Zoom training to share the updated Crisis Management Plan</i>	<i>District Youth Protection Officer, Core CMT</i>	<i>6 weeks or by (insert date)</i>

**Section 5 – Acknowledgments**

The undersigned acknowledge that they have participated in the crisis debriefing and agree to any follow-up actions described in Section 4.

Name	Signature	Date

**Appendix 16. Rotary Youth Volunteer Information and Declaration Form**

Volunteer Dec V8 12/2018
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**Rotary Youth Volunteer Information and Declaration Form**

This Form is mandatory for Volunteers  
Responsible Adults are exempt  
(Refer definitions)

**Personal Details**

Name	DOB / /		Email
Phone	Work	Home	Mobile
Address	Period at this address (years)		
Occupation	Employer		

**Program involvement**

Which Youth programs will you be involved with, and what will your role or roles be?	
Past involvement with youth	

**Personal References (Only one referee may be a Rotarian and none may be family members)**

1	Name	Email
Phone	Work	Home
		Mobile
2	Name	Email
Phone	Work	Home
		Mobile
3	Name	Email
Phone	Work	Home
		Mobile

**Police Check and Criminal History**

Working with Children Card Number	Expiry Date
Have you ever been charged with or been found guilty of charges involving sexual, physical, or verbal abuse, including but not limited to domestic violence or intervention orders. If yes, please explain. Also indicate date(s) of incident(s) and the Country and State in which each occurred (attach a separate sheet, if needed). Charges that resulted in a diversion should be recorded, as should the final outcome of any intervention order applications that might have been made against you.	Yes ( ) No ( )

*I certify the following:*

- All statements and information given on this form are true and correct.
- I have contacted my referees and all are happy for \*Rotary to contact them
- I give my full permission for any of the referees listed above to be contacted by \*Rotary to confirm my suitability as a Youth Program Volunteer.
- I agree to abide unreservedly by \*Rotary's decision as to my suitability as a Youth Program Volunteer in \*Rotary programs.
- I acknowledge that (copies of) this form and the results of \*Rotary's enquires will be held by the manager of any program for which I volunteer and by the District.

\*For these purposes Rotary means the Rotary Club or District for which this form is submitted and any other Club or District that conducts a Youth Program for which I volunteer either now or in the future.

**I have read and understood the above declaration and sign this form voluntarily.**

Applicant	Name	Signature	Date
Rotary Witness	Name	Signature	Date

## Definitions

### **Volunteer**

A Volunteer is any adult involved with **Rotary Youth Program** activities that has direct interactions either supervised or unsupervised with youths/students.

Volunteers include among others:

Club and district Youth Exchange officers and committee members, Rotarian Counsellors, Rotarians and non-Rotarians, their spouses and partners who host youth/students for activities or outings, or who might drive youth /students to events or functions; and host parents and other adult residents of the host home, including siblings and other family members.

This person will have been police checked or formally reference checked in accordance with the State or Territory legislation.

### **Responsible Adult**

A responsible adult is any adult who, in a family or group situation for a short period of time, is responsible for caring for a youth/student. This person shall be in a position to offer the youth/student an educational, cultural, or recreational experience.

This person will not have been police checked or formally reference checked, because either there was insufficient time to do so before the experience, or the experience is such that there is virtually no opportunity for misconduct to occur. **(Any police check required by State or Territory legislation should be carried out)**

The youth/student's host family and/or club counsellor needs to be satisfied, in the same way a conscientious parent would be satisfied, that this person is suitable for their own underage son or daughter to stay with for a short period of time.

**Record of Referee contact by Club Authorised Officer**

1 Name Referee		Contact Date
Comments		

2 Name Referee		Contact Date
Comments		

3 Name Referee		Contact Date
Comments		

Name of Authorised Club Officer _____	Position _____
Signed: _____	Date _____
Authorised Club Officer	
Phone _____	

I _____ President, Rotary Club of _____	
verify that _____ has satisfactorily completed this Declaration, Referees have been contacted and Working With Children card is current. The club finds the applicant to be a suitable Volunteer.	
Signed _____	Date _____
Phone _____	



## Notes:

### **Background Checks and Criminal Record Checks**

Background Checks and Criminal Record Checks Background checks play a critical part in any youth protection policy because they deter potential offenders and deny known offenders access to the program.

Although many offenders have no criminal record and diligently avoid being caught by law enforcement, background checks may dissuade them from volunteering in a Youth Program.

Many youth-serving organizations require a criminal background check for all adult volunteers who work with youth, even for programs that don't involve unsupervised access to youth.

### **Reference Checks**

Reference Checks Simply requesting references in the application is not sufficient.

Contact each reference by phone or in person, and ask a standard set of questions, such as:

- How long have you known this individual?
- In what capacity?
- Do you think this person is well qualified to work with youth?
- Would you have any reservations about recommending this person to serve in a Rotary Youth Program?

Record the date of the interview and responses to each question, and keep this information with the volunteer's application.

## Acceptable Behaviour

Customs vary from country to country what may be acceptable in your country may not be acceptable or legal in Australia. Australia is a conservative country and you must adjust to our customs and laws.

If you are unsure please check with your host family, country co-ordinator, club councilor or YEP committee member prior to the event, as unacceptable behavior will result in disciplinary action being taken. For a serious breach you will be sent home.

### Facebook

Any image displayed or posted of you is a representation of you, your family and Rotary. Therefore any inappropriate images will result in disciplinary action.

### Dress and appearance

### Actions

You have to remember you are a Rotary exchange student and your actions can and will have ramifications. Remember CRAVE.\