



ROTARY INTERNATIONAL

D. 9790

*YOUTH EXCHANGE PROGRAM
2011/2012*

CLUB HANDBOOK

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OBJECTIVES OF THE YOUTH EXCHANGE PROGRAM

1. **To further international goodwill and understanding** by enabling students to study at first hand some of the culture and accomplishments of people in lands other than their own;
2. **To enable students to advance their education** by studying for a year in an environment entirely different to their own and by possibly undertaking study of courses and subjects not normally available to them in secondary schools of their own country;
3. **To broaden the student's own outlook** by learning to live with and meet other cultures, creeds and colours, and by having to cope with day to day problems in an environment completely different to 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 culture to the people they meet in their time abroad;
5. **To study and observe** all facets of life and culture in the country where they are hosted so that on return to their home country they can pass on the knowledge they have gained by addressing Rotary Clubs, youth groups and community organisations.

CERTIFICATION

What is Certification?

This is the requirement laid down by Rotary International in 2005 to ensure minimum standards are in place to protect both students and Clubs participating in the youth exchange program. As of 1 July 2007, all Districts and Clubs involved in the youth exchange program must be certified.

Who do we have to be certified with?

Only the District has to be certified with RI in Evanston. The District has completed the required documentation and is fully certified by RI to participate in all forms of the youth exchange programme (YEP).

Clubs are required to be certified with the District 9790 Youth Exchange Committee. Clubs are required to fulfill all the requirements of certification as set out in the publication *A Guide to Club and District Certification 2006* [as of 12 October 2008 called *Club and District Certification Policy and Procedures*] which is contained in the *D 9790 Youth Exchange Programme Club Information Folder and Handbook*. All Clubs who have been participants in the programme should have a copy of this Folder. It should be retained by the Club and passed onto each new person responsible for Youth Exchange in the Club. Clubs joining the programme as sponsor or host Clubs will receive a copy.

How do Clubs apply for certification?

All participating Clubs, both Sponsor and Host Clubs in 2011/2012, will be sent the required documentation to complete and return the relevant declaration (they differ for Sponsor and Host Clubs) to the D 9790 Certification Officer by a given date. All the requirements are set out in the Guide to Certification. Clubs will be required to return either or both of documents CL5 and/or CL6, as appropriate, to the District Youth Exchange Committee.

Do records have to be kept by Clubs?

Yes. These are checklists contained in the Certification Policy and Procedures. Clubs check them off once a task is complete and should then be stored or maintained in a secure place. They are designed to protect both Clubs and students participating in the program.

But more work is involved in the process.

Yes, there is, but for the most part it is simply keeping a record of what Clubs have been doing in an informal process during their participation in Youth Exchange preceding 2007.

Audits and Checks

RI has commenced a review of Districts and Clubs to ensure they are complying with the requirements of Certification. This includes a check of records kept by Districts and Clubs to ensure both bodies are doing what they say they are doing. A District is advised in advance of the date of the review and Clubs will be advised of the review and what records they are required to present for inspection. The District may also carry out its own internal review of a participating Clubs records.

The District Youth Exchange Committee is available to explain to Clubs the requirements of the Certification process and to assist them in completing the documentation.

RESPONSIBILITIES OF SPONSOR CLUBS

Sponsor Club (sometimes called a Sending Club): a Club which chooses to endorse and support a student who applies to be a Rotary exchange student (known as an Outbound student).

Once the Club has decided to participate in the Youth Exchange Program (YEP), it must:

1. **Host an overseas student** within a specified time frame in return for sponsoring a student. This is referred to as “reciprocity” as the Education Department allows one overseas or Inbound student to come into the District for each Outbound student the District sends out.
2. **Follow the selection procedures:**
 - Advertise for student applicants - schools, youth groups, communities, press releases
 - Process applications, conduct interviews, select the student to sponsor [final selection and country placement resides with the District Committee]
 - Appoint a Club member to be the Counsellor for the selected student.

As initial applications from students can be submitted to a Club on-line via the District website, a Club which is not involved in the programme may receive an application. This Club should ensure the student who is applying is informed of the Clubs position and that the student should also submit their application to other neighbouring Clubs.

3. **Support the student from the time the Club selection is made:**
 - The Club Counsellor should attend the orientation sessions with the student and their family including the District Interview,
 - See the student and their parents attend several Club meetings and become aware of the Club’s activities,
 - Provide an opportunity for the student to address the Club prior to departure,
 - Arrange a farewell function for the student and their parents,
 - Supply the student with a quantity of Club banners,
 - Farewell the student at the airport.

4. **Support the student whilst they are away:**
 - Remember birthday and Christmas,
 - Maintain contact with the student whilst they are on their year of exchange,
 - Send Club Bulletin and local newspaper.
5. **Greet the student upon their return** and have them address the Club after their return
6. **Assist the student to attend** the De-brief Day and any other District Rebound functions including District Conference
7. **Maintain contact** with and support and assist the student with their re-orientation upon their return
8. **Keep and maintain all appropriate records** as required by the Rotary International Youth Exchange certification process. Clubs are required to declare to the District Committee that such records are kept and that Clubs are abiding by the *Policies and Procedures* for Youth Exchange as set out in the Certification process. Random audits of Clubs may take place to ensure continuing compliance with the requirements of certification.

RESPONSIBILITIES OF HOST CLUBS

Host Club (sometimes called Receiving Club): A Club who receives in return for sponsoring an Outbound student, an Inbound student for a period in the Long term program of up to a year. Most exchanges are for about 50 weeks.

Having agreed to sponsor an Outbound student, the Sponsor (Host) Club must:

1. **Accept an Inbound student in return.** The District Committee will assign the country of origin of the Inbound student to the Host Club, although Clubs may request a particular country from which to host. Allocation of an inbound from this requested country cannot always be guaranteed.
2. **Arrange at least three, preferably four, host families.** Sources of host families include:
 - Club members
 - Friends of Rotarians
 - The ‘family of Rotary’
 - Parents of current or past exchange students
 - Other service Clubs
 - Local secondary schools.

Whatever the source, host families must be of good character and be approved by the Host Club. This is set out in the **Guide to Certification CL2 and CL4**.

2.1 In Victoria:

It **is mandatory** that all Host families undergo a **Working With Children** check and receive a Working With Children card with photographic ID. This applies also to any member of the household who is over the age of 18. A record of the Working With Children numbers should be collected and retained by the Club in the Club records.

2.2 In NSW:

Host families must complete a **Working With Children Check**. This involves the completion of an **Application Declaration and Consent form**, a **Volunteer Declaration**, and provision of **100 point identity calculation**.

The Application and Declaration Consent should be kept on file by the Club, ensuring confidentiality.

Procedure for requesting a Background Check (NSW):

- a. The Club International Director or a nominated member should visit the prospective host family and interview the family as normal. The members of the host family over the age of 18 and living at the address also need to complete the Application Declaration and Consent Form.
- b. Club keeps a record of who signed the ADC and forward it to the Youth Exchange Committee.
- c. The Youth Exchange Committee completes the Working With Children request (spreadsheet) and email to the DET Liaison Officer. He will forward the requests to the Employment Screening Unit on your behalf and will advise of the results.

The full requirements or the process can be explained to Clubs by members of the District Youth Exchange Committee. The required forms for NSW are all available from the Youth Exchange Committee.

The relevant legal requirements for each state are:

Victoria: *Working with Children Act, 2005*

NSW: *Child Protection (Prohibited Employment) Act, 1998*

Host families *do not* have to have children residing at home for there to be a successful exchange.

NB Any members of the Club (and their families) who are involved with the Exchange Student for outings, holidays or trips should also possess the Working with Children card (VIC) or have completed the Working with Children Check (NSW). Records of these should be kept by the Club also.

3. **Thoroughly brief Host families** on their role and responsibilities. The District has prepared a **Guidelines for Host Families** publication which should be given to all Host families as a part of their briefing. This publication is in the Club Information Folder and Handbook.
4. **Appoint a Club Counsellor for the Inbound Student** – this should be for the full term of the exchange (one year) and, ideally, **should NOT be a host parent**. The **Counsellor must be of the same sex as the student**.

'Alternative' Counsellors should be appointed where there may be a perceived conflict of interest e.g. Host Parent and Counsellor role.

5. **Confirm with the student the exact arrival details** (flight, date, time, and airport of arrival), meet them at the airport and convey them to your local community.
6. **Assist with settling the student in** and deal with any issues of 'culture shock'
7. **Deal with matters relating to the student's schooling** – choice of school, year level, choice of subjects, liaising with natural parents, fees, books, uniform etc. It is usual for Host Clubs to pay for such things as compulsory school excursions, books, uniform and standard school fees unless otherwise determined.
8. **Maintain liaison with the school** throughout the year, monitor the student's progress and report to the natural parents.
9. **Maintain regular contact** with the student's natural parents and Sponsor Club throughout the year providing regular reports
10. **Provide the student with a monthly allowance** – recommended \$120 to \$140. This should be paid regularly into a bank account which the student can access.
11. **Ensure the student 'belongs' to the Club by encouraging:**
 - attendance at Club meetings and addressing the Club after arrival
 - the student to be a part of Club meetings and activities. Clubs may assign the student to a Club Committee so the student becomes an integral part of the Club and its activities.
 - visits to other Rotarians' homes
12. **Remember and recognize the student's birthday**, national day and Christmas
13. **Ensure the student attends the District Youth Exchange weekends** (August, late November/early December and February) and **District Conference. These are compulsory.** Host Clubs and families should not organize other activities when these events are on. Check the Calendar on the District website for these dates and for any changes or updates changes. Other

weekends organized within the District are optional (ski weekend, Tatura weekend etc).

14. **Complete a Quarterly Report** to the District Committee
15. **Assist with the return of the student** at the completion of the year of exchange by:
 - Confirmation of return flight(s)
 - Assistance with packing and forwarding of excess items
 - Holding a Club farewell function
 - Seeing the student off at the airport;
16. **Keep and maintain all appropriate records** as required by the RI Youth Exchange certification process. Clubs are required to declare to the District Committee that such records are kept and maintained and that Clubs are abiding by the policies and procedures for Youth Exchange as set out in the certification process. Random audits of Clubs may take place to ensure continuing compliance with the requirements of certification.
17. **Complete an annual declaration** as required by the Department of Education/Victorian Qualifications Regulatory Authority.

PARTICIPATION COSTS - WHO PAYS WHAT

Parents

Parents are responsible for:

- Airfare
- Passport and standard visa charges
- Insurance
- Clothing
- Maintenance of an 'Emergency Fund' in the host country of about AUD \$500 – redeemable at the end of the exchange
- The 'tour' in the Host country, where held
- Day to day expenses over and above the Rotary allowance paid monthly
- Uniform/blazer where not supplied by the Sponsor Club
- School fees where applicable

Parents pay the District Committee a 'global fee' in instalments, usually in August and November. The amount is advised to parents after their child's selection by their Sponsor Club is endorsed at the District selection interview. The 2011 figure (for Outbounds in 2012) was \$7,500. The 'global fee' covers airfare, passport and standard visa charges (but not the cost of obtaining a passport), insurance, blazer and tie/scarf, business cards, traveling polo shirt, attendance at Orientation weekends, manuals, Debrief day upon return and District Conference (where attendance is required). Airline fuel surcharges applied *after* the date of the District selection interview may be passed on as an additional cost.

For parents, an indicative figure for 'all up costs' is *about \$13000 - \$15000* depending on the 'optional extras'. In the end, the final cost for nearly eighteen months for parents will vary and will depend on the host country, personal options and the budgetary skills of both the student and the parents.

The cost of participation in Rotary Youth Exchange is much less than the exchange options available through other organizations – and is backed up by the world-wide organization of Rotary Clubs and Rotarians.

Clubs

Clubs are financially responsible for

Outbound Student

- Attendance at Club meetings – meals, drinks etc
- Birthday card/present
- Club banners – for student to take to host country
- Gift to Host Rotary Club in country of exchange
- Blazer/uniform (if decided)

Inbound Student

- Monthly allowance – recommended figure: \$120 - \$140
- Meals, drinks at Club meetings, functions
- Attendance at Orientation Weekends (2), De-Brief day, District Conference
- School expenses: textbooks, workbooks, curriculum excursions, uniform, compulsory school fees
- Presents for birthday and Christmas

A Club *may* choose to financially support a family for hosting a student.

Other events/weekends are optional (e.g. ski weekend) from a cost or monetary support basis. Clubs can choose to support the student wholly, subsidise the cost or leave the total cost to the student or their parents.

The District 9790 Ian Ward Memorial Youth Exchange Trust Fund

A Trust Fund exists to support students who, for financial reasons, may not be able to partake of the Youth Exchange experience but, in all other aspects, meet the criteria of being an exchange student. A sum of up to \$3000 *may* be awarded by the Trustees in any given year. Applications for support are made by Sponsor Clubs on behalf of the student and their family. Some knowledge of the financial circumstances of the family is required. All applications are treated in confidence and the name of any recipient of an award from the Trust is not made public.

CLUB RESOURCE LIST

It is recommended that all Clubs, regardless of how long they have been involved in the Youth Exchange Program, establish a 'library of resources' to assist them in their knowledge of and the day-to-day administration of the program. This is especially so in the light of changing legal requirements in dealing with young people and RI's certification process.

The following items should be maintained in their 'library of resources':

- **Rotary Youth Exchange** (video) – available on request from the District Committee. A little dated but the points raised are still valid.
- **ARYEPCC Promotional CD, *A World of Opportunity*** (5 minutes)
- **ARYEPCC brochures:**
 - *A World of Opportunity*
 - *Introducing Rotary Youth Exchange Australia*
 - *Is Rotary Youth Exchange a part of your Club's activities?*
 - *An invitation to become a Host family*
- **ARYEPCC poster *A World of Opportunity***

All of the above are available from the District Committee.

- **Rotary Youth Exchange, *Youth Exchange Manual Australia*** (1996), 37 pp plus 27 pp of Appendices
- **RI Publications:**
 - Rotary International *Youth Exchange Handbook* (32 pp) 2008 edition; Order No 746-EN, available from RI website
 - Rotary International *A Guide for an Exchange Student*, 7 pp, Order No 752-EN, available from RI website. Introductory only – information for students and parents.
 - Rotary International *A Primer for Host Families*, 11 pp, Order No 749-EN (2004 edition), available from RI website. Describes the benefits and responsibilities of being a Host family.
 - Rotary International *Youth Exchange – Making a World of Difference*, Order No 755-EN. Promotional brochure to develop an interest in youth exchange.
 - Rotary International *Youth Exchange Poster*, Order No 751-EN. Poster designed to advertise and promote youth exchange to potential participants; includes space for Club contact details.

All the above RI publications are available for purchase from:

RI (South Pacific and Philippines Office)

PO Box 1415

PARRAMATTA 2124

Ph: [02] 9635 3537

Fax: [02] 9689 3169

E mail: Michelle Fuller – fullerm@rotaryintl.org

Check the 2011/2012 District Directory for possible changes.

Once a Club indicates a willingness to participate in Youth Exchange (usually in February/March), they will be sent a folder containing information on the Program, a brochure for publication, sample press releases and advertisements, initial Club application forms and other material.

Clubs should also access the District website www.rotary9790.org.au and follow the links to Youth Exchange. News on happenings in Youth Exchange is periodically posted on the District website. By checking the RI website, www.rotary.org, Club members will find links to the Youth Exchange program and a wide variety of link pages to assist them in their roles and responsibilities within the Youth Exchange Program. This can also be done through the District website.

Valuable material is also available on line at www.yeoresources.org

The District produces a Hosting Club Information Folder and Handbook (referred to on p3) which contains material to assist Clubs in their hosting of Inbound students. It includes updated information, new policies and guidelines adopted and any legislative or administrative changes enacted from time to time by either RI or state governments.

Clubs may also request the Chairman, Secretary or other members from the District Committee or thoughtfully selected past exchange students to be guest speakers on the Youth Exchange Program to Clubs.

TIMELINE OF PARTICIPATION

[See Calendar for exact dates]

YEAR 1

February:

- District Youth Exchange Secretary sends out Expression of Interest information to *all* Clubs

March – May (early):

- Clubs electing to participate promote and publicise Youth Exchange to schools and in their community
- Clubs seek nominations and conduct Club interviews

May (mid):

- Clubs notify District Youth Exchange Committee of Club nominations

June:

- District Interviews and country offers and placements

August:

- First Orientation Weekend for students, parents and Club Counsellors

November:

- Second Orientation Weekend for students, parents and Counsellors

YEAR 2 (Year of Exchange)

January:

- Departure of Outbound students
- Return of previous year Outbounds (departed January Year 1)
- Arrival of Brazilian students for year of exchange

July:

- Return of northern hemisphere Inbound students after year on exchange
- Arrival of new Inbounds from northern hemisphere countries

YEAR 3

January:

- Return of Outbounds (departed January Year 2)
- Brazilian students from Year 2 return

February:

- District Debrief day
- Sponsor Clubs assist student to settle back in to home and school.

CALENDAR DATES

(Check the District web site for any changes www.rotary9790.org.au)

January

- Departure of Outbounds for year of exchange (usually late January)
- Return of Rebounds from exchange (usually mid January)
- Return of Brazilian Inbounds after year of exchange
- Arrival of new Brazilian Inbounds

February:

- Rebound Debrief Day (for all Rebounds and Inbounds, parents & counselors) (usually second weekend in February)
- Clubs decide on program participation
- Clubs and District YEP Committee to promote and publicise YEP

March:

- District Conference (for all Inbounds attend and some Rebounds)(usually mid March)
- Ongoing publicity and promotion

April:

- Outback Safari for Inbound students departs (approx. 19 days)

May:

- Club interviews for Outbounds (usually early May)
- Club nominations for Outbounds to District YEP Committee (usually mid May)

June:

- District interviews and country placements (usually first weekend in June)

July:

- Departure of current Inbounds from northern hemisphere
- Arrival of new Inbounds from northern hemisphere

August:

- First Orientation weekend (Inbounds, Outbounds, Club Counsellors and Parents)(usually first weekend in August)
- Optional Ski Weekend hosted by the Rotary Club of Myrtleford (usually late August)

October:

- Optional International Weekend hosted by the Rotary Club of Tatura (usually mid October)

November:

- Capital City Safari – 5 days over Melbourne Cup long weekend
- Second Orientation Weekend (Inbounds, Outbounds, Club Counsellors and parents) (usually last weekend in November or first weekend in December)

FIRST NIGHT WITH YOUR HOST FAMILY QUESTIONNAIRE

1. What do I call you? Mum, Dad or use of first names?
2. What am I expected to do in and about the house **daily** other than:
 - ✓ Make by bed
 - ✓ Keep my room tidy
 - ✓ Cleaning the bathroom after use?

Bedroom

3. Do I need to purchase any coat hangers or are there enough for my use?
4. Where do I clean my shoes?
5. Am I permitted to put up pictures, posters etc. in my bedroom? If so, how and are there any restrictions on what I may put up?
6. May I rearrange my bedroom?
7. Where can I store my suitcases etc.?
8. Will this be a personal space which I can call my own?

Bathroom

9. What is the most convenient time for me to use the shower/bath?
10. Where may I keep my personal bathroom toiletries?
11. May I use the family soap, shampoo, toothpaste etc.?

Meals/Kitchen

12. What are the meal times?
13. What can I do to assist at meal times:
 - Set the table?
 - Clean away after the meal?
 - Help with the washing up?
 - Pack the dishwasher?
 - Dry the dishes?
 - Put away the dishes?
 - Empty the garbage bin?
14. At other times, may I help myself to food and drink (non-alcoholic) at any time?
15. Is it permissible for me to join you in having a wine or drink at dinner with you?
16. What are the arrangements for lunch at school?
If I take my lunch, do I make it or do you?
If I buy lunch, who pays?
17. If the student has any special dietary requirements, they should be mentioned now.

Laundry/washing/cleaning

18. What do I do with my dirty clothes until washing?

19. Should I wash my own underwear?
20. Do I need to do my own ironing?
21. May I use the washing machine or iron at any time and do I need to ask first?
22. Do you wish me to clean my room / change bed linen? When is convenient?

Household rules/lifestyle

23. Are there any areas of the house strictly private e.g. bar, office/study?
24. Is it permissible for me to use any household tools/equipment e.g. sewing machine, workshop tools?
25. What are your rules for me about alcohol?
26. What times do I need to be out of bed
 - on school mornings?
 - on weekends?
 - during holidays?
27. What time is bedtime and “lights out”?
28. What are the rules for me going out at night
 - during the week?
 - during the weekend?
29. What time should I be home at night? (special occasions by special arrangements)
30. How often may I go out during the week?
Should I phone if I am going to be late home?
If so, after how long - 10, 15, 20 minutes?
31. May I have friends visit during the day? To stay overnight?
(Opposite sex should not visit if host parents are not present).
32. May I use the TV and sound system at any time?
How loud should the sound system be?

Telephone, internet and mail

33. What are the rules about the use of the telephone?
Must I ask first to use the telephone?
34. What are the rules regarding the making of local calls?
35. What are the rules for the making of overseas calls?
Should I keep a log of the calls made?
[A student should pay for all overseas calls made]
36. What are the rules about the use of the computer and internet?
37. Do you have skype, or unlimited download time?
38. What is the procedure for mailing letters?
39. What address do I use for my incoming mail?

Schools and Transport

40. What is the method by which I get to and from school?
41. What forms of public transport are available to me?

Likes and Dislikes

42. Do you, as Host Parents, have any dislikes e.g. chewing gum, inappropriate dress at meal times, music being played too loudly?
43. Is there anything you would like me NOT to do?
44. What likes and dislikes do my host brothers/sisters have?

Family

45. What dates are the birthdays of my Host Parents and my Host brothers and sisters?
46. If we go out as a family, who pays such things as entrance fees, tickets, meals etc.?
[47. - if applicable - Please tell me how to interact with the house servants?]
48. Is there anything else you would like me to know?

D 9790 YOUTH EXCHANGE PROGRAM TRAVEL POLICY

All inbound students to District 9790 and their Host Clubs are required to adhere to and implement the following *travel policy*. The policy is divided into the following sections:

1. travel within District 9790;
2. travel to 'neighbouring areas' including Melbourne;
3. overnight travel outside the District;
4. school excursions;
5. travel outside Australia;
6. the District 'Rock-to-Reef' walkabout

As Youth Exchange is first and foremost an educational exchange, any travel undertaken by an Inbound student can be undertaken during school holiday periods, weekends and public holidays. When a student applies for travel outside these periods and any absence from school will occur, the student must begin with the approval of the Host School principal to be absent from school.

1. **Travel within District 9790**

Day trips: Any local area travel within the District may be taken at any time with the approval of the host parents.

Overnight trips: Any travel within the District involving an overnight stay must be approved by the host parents. The name and contact details of the host for the overnight stay must be completed by the student and verified or checked by the host parents.

2. **Travel to 'neighbouring areas' including Melbourne**

Day trips: Students in District 9790 may make travel to neighbouring areas including Melbourne with the approval of Host parents. Such travel may be undertaken independently using public transport or with an approved individual using private means of transport.

Overnight trips: Any travel to 'neighbouring areas' involving an overnight stay must be approved by the host parents *and* the Club Counsellor. 'Neighbouring areas' include places such as Echuca, Bendigo, Canberra and the Snowy Mountains and Melbourne. The name and contact details of the host for the overnight stay must be completed by the student, verified by the host parents and notified to the Club Counsellor.

3. **Overnight travel outside District 9790**

Any travel requiring an overnight stay or longer outside D 9790 (except that referred to in 2 above) must be approved by:

- host parents
- Club Counsellor
- District Youth Exchange Committee (Country Coordinator or Chairman)

In all instances of such travel, a detailed itinerary must be submitted with the travel request including contact details for the duration of the period you will be travelling. Travel under this section shall apply in such instances as holiday periods with host families or other Rotarians – e.g. travel interstate or to holiday destinations. Travel with

families other than Rotary families should also have the approval of the student's natural parents. Unaccompanied and independent travel is not permitted.

4. **School excursions**

Formal curriculum based school excursions, including those involving an overnight stay, may be undertaken with the approval of host parents. Students should notify their Club Counsellors if they are participating in school excursions involving an overnight stay or longer.

5. **Travel outside Australia**

Under the District by laws travel by exchange students from District 9790 outside the Commonwealth of Australia is not permitted.

6. **Outback Safari / Capital City Safari**

During the course of your exchange, a three week Outback Safari experience will be held. This will partly be in school holiday time and partly in school term time. There will also be a 5 day Capital City Safari. Students are not required to seek permission to participate in these although students are expected to notify their host parents of the trips happening, leaving them with an itinerary, as well as notifying their Club Counsellor and school. Students will be required to complete a permission form which includes the approval of their natural parents.

General:

All requests for travel must be made **well in advance** of the planned travel happening.

Seek permission from your Host Club before making plans – **official Rotary events take precedence over other travel plans.**

If in doubt, ask for clarification.

Adopted by the D 9790 Youth Exchange Committee November 2005

Grievance Procedure for Youth Exchange Students

Aims of a Grievance Procedure:

- That Rotary youth exchange students, their parents and/or guardians know they have the same rights to fair and equitable access to a grievance procedure process as local students and their parents
- That the District Youth Exchange Chair has the general responsibility for the efficient organization, management and administration of the exchange program
- That the exchange students know where their complaints, problems or grievances should be directed and that an attempt will be made to resolve the issue when it is first raised
- That where a resolution cannot be reached the first time the student knows the next level to seek a resolution until such time as it is reached
- That Host families, Club Counsellors, District Youth Exchange officials and School principals are aware of the first contact person should a conflict or grievance arise in the home or the School and the next level should it become necessary.

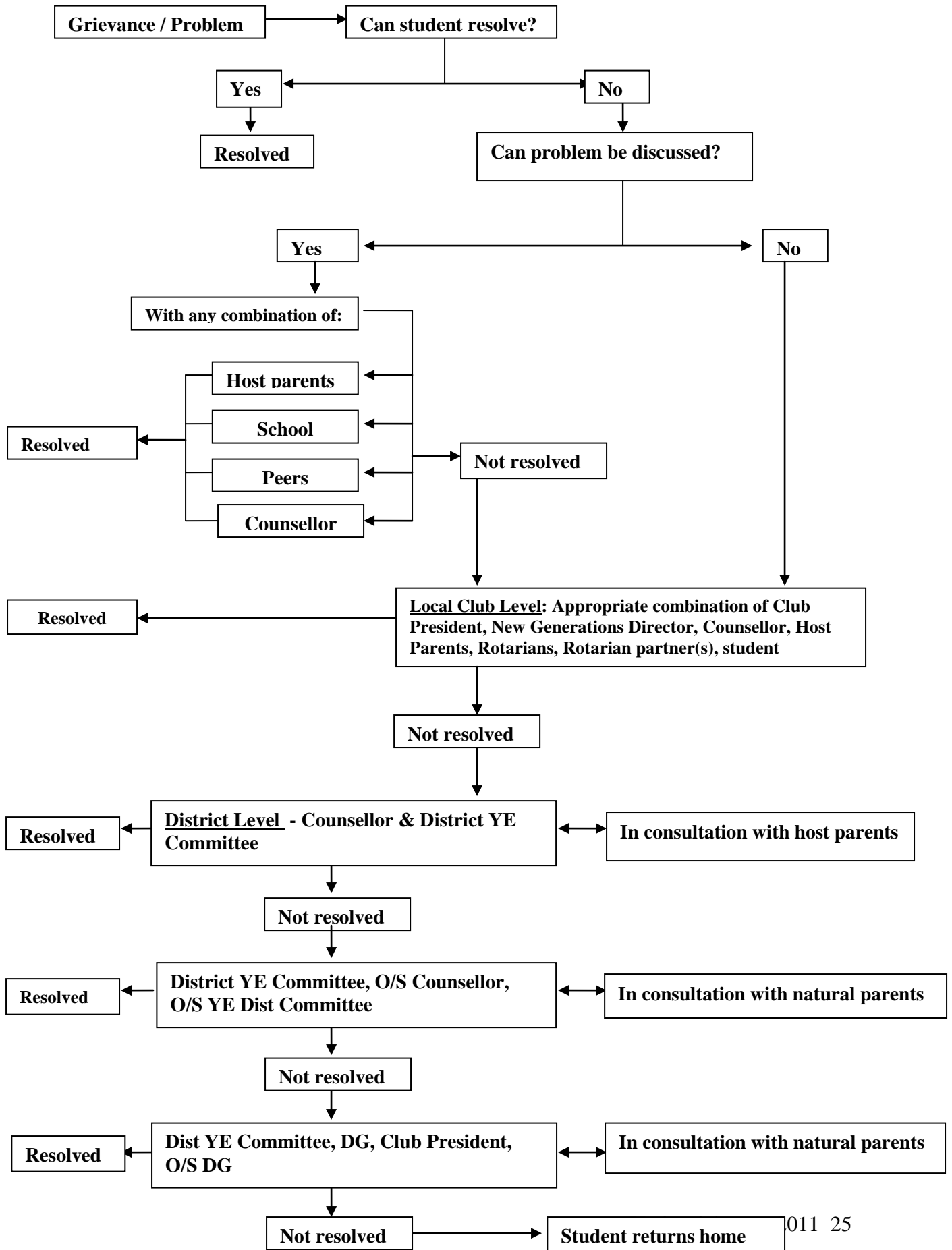
Formulating a Grievance Policy:

1. As a basis for settlement of a grievance or problem, refer to the *Grievance Procedure Flow Chart*
2. The student shall have the right to a fair and equitable access to a grievance procedure
3. Categories of grievances include, but are not restricted to:
 - Financial
 - Professional standards of care
 - Discrimination

- Abuse and harassment (note: sexual abuse and harassment have strict protocols which must be followed)
 - Misconduct
4. Procedures as to whom to address the complaint or seek a resolution to a problem or grievance, e.g.
- Host family
 - Rotary Club Counsellor or YEO
 - School principal or other relevant school official or Coordinator
 - Rotary District YE Country Coordinator or Chair
5. Grievances and/or problems should be resolved locally wherever possible
6. Procedures for the resolution of a grievance should include, where necessary:
- Meeting (including access to translation and/or interpreter services)
 - Investigation
 - Referral to appropriate individual
 - Conciliation / arbitration
 - Resolution
 - Communication and explanation of decision and acknowledgement of outcome
7. Who is ultimately responsible for resolving the conflict?

Refer to the *Grievance Procedure Flow Chart* which follows

GRIEVANCE PROCEDURE FLOW CHART



ROTARY INTERNATIONAL
District 9790
YOUTH EXCHANGE PROGRAM
INBOUND CLUB COUNSELLOR REPORT

*Please post, e mail or fax this report to the District Country Coordinator at the end of EACH quarter.
This Report is confidential between the Club Counsellor and the D 9790 Youth Exchange Committee.*

REPORT FOR _____, 20____
(Quarter)

Student's Name:

Country:

Host Club:

Host Counsellor:

Address:

.....

.....

Telephone: (H) (0...)

(B) (0...)

Fax: (0...)

E mail:

PRESENT HOST FAMILY:

Name:

Address:

.....

.....

Telephone: (H) (0...)

E mail:

NEXT HOST FAMILY:

Name:

Address:

.....

.....

Telephone: (H) (0...)

E mail:

Date of expected change to next Host Family:

Has the next Host Family been briefed on their role and responsibilities as a Host Family?
Yes/No.

Is the next Host family a Rotary family or non-Rotarian family?

Please answer the following questions and provide any relevant comments or further information:

1. How many meetings of your Club has the student attended?

2. Has the student participated in any other Rotary Club activities?

If so, provide details

.....

3. Has the student attended any other Rotary Club meetings?

If so, which?

4. Has the student participated in any non Rotary activities, sporting, cultural or social? Yes / No

If so, provide brief details:

.....

.....

5. Has the student engaged I any public speaking engagements? Yes/No

If so, provide brief details:

6. Has the student contacted you as their Club Counsellor? Yes/No

7. Has the student experienced any difficulties with the Host Club? Yes/No

.....
.....

8. Has the student experienced any difficulties with their Host family? Yes/No

.....
.....

9. Has the student experienced any difficulties with their Host school? Yes/No

.....
.....

10. Has the student sought to resolve these difficulties? Yes/No.

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.....
.....

11. Has the student contacted their

- Parents? Yes/No
- Sponsor Club? Yes/No

12. Has the student had any illness or injury since the last report? Yes/No

.....
.....

13. What travel has the student undertaken since the last report?

.....
.....

14. What plans, if any, does the student have for travel in the coming months?

.....
.....
15. Can the D 9790 Youth Exchange Committee do anything to *ASSIST* the exchange?

.....
.....
Any other comments:

.....
.....
.....
COUNSELLOR:

DATE:

INBOUND STUDENT HELP CONTACT LIST

D 9790

2011 - 2012

District Youth Exchange Chairman: Graeme Budd (Joy) [03] 5762 4202
0429 624 202

District Youth Exchange Secretary: Margaret Brown (Graham)
[02] 6032 7345
0427 689 429

Inbound Country Coordinator (D 9790 YE Committee)

Host Club Counsellor: _____

Host Club President: _____

Host School Counsellor/Welfare Officer/Year Coordinator

Other Local Community Contact (non Rotarian):

Local Doctor: _____

Local Hospital: _____

Police/Fire/Ambulance (Emergency - life threatening or time critical) 000

Police - Victoria (Sexual Offences and Child Abuse Unit) [03] 5735 0239
- NSW [02] _____

Support Services (Advice and Assistance)

Abuse and/or Assault

Advocates for Survivors of Child Abuse 1300 657 380

www.asca.org.au

Child Abuse Prevention Service [24] 1800 688 009

www.childabuseprevention.com.au

Goulburn Valley Centre Against Sexual Assault [24] [03] 5831 2343
1800 112 343
Upper Murray Centre Against Sexual Assault [24] 1800 806 292

Counselling and/or Personal Emergency

Beyondblue (depression prevention and help) 1300 224 636
www.beyondblue.org.au
Kids Help Line [24] 1800 55 1800
www.kidshelp.com.au
Lifeline [24] 13 11 14
Reconnexion (treating panic, anxiety, and depression) 1300 273 266
www.reconnexion.org.au
Suicide Helpline [24] 1300 651 251
www.suicidehelpline.org.au
Teen Challenge Careline (youth suicide prevention) 1300 889 288
www.tc.asn.au

Drug and Alcohol

DirectLine (Alcohol and Drug) [24] 1800 888 236
Family Drug Help [24] 1300 660 068
www.familydrughelp.com.au
Quitline (Smoking) 13 7848
www.quit.org.au

[24] = organizations or support services with 24 hour assistance