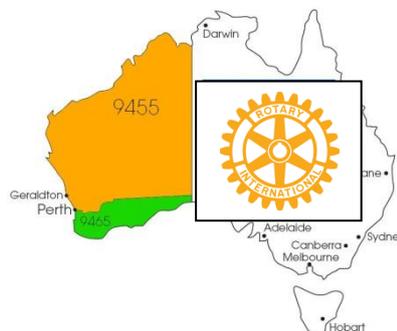


# Rotary Youth Exchange Western Australia

## District 9455

# Host Parents' Manual



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### Important Dates for Inbound Commitments

 = Compulsory attendance

Event	Date	Time	Venue
Inbound/Outbound Student Briefing Weekend	Friday 24 <sup>th</sup> - Sunday 26 <sup>th</sup> July 2020	All weekend (perhaps only Saturday & Sunday) <b>TBC</b>	Ern Halliday Recreation Camp, Hillarys
Quindanning Weekend	Friday 4 <sup>th</sup> - Sunday 6 <sup>th</sup> September 2020	All weekend	Quindanning Farm Stay
Goldfields Tour	Sunday 8 <sup>th</sup> - Tuesday 17 <sup>th</sup> November 2020		
Sydney New Year's Eve Tour	Monday 28 <sup>th</sup> December -Saturday 2 <sup>nd</sup> January 2021		
District 9455 Conference	April 2021	<b>To be advised</b>	
NW Safari Tour	Monday 26 <sup>th</sup> April - Thursday 13 <sup>th</sup> May 2021	<b>TBC</b>	
2019/2020 Inbound Farewell	Sunday 27 <sup>th</sup> June 2021	11am - 2pm <b>TBC</b>	Trigg Island Surf Club

## Guidelines for Host Parents & Families

### Introduction

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 his/her stay in Australia.

### Responsibilities of Host Parents

Your family will be hosting the Exchange Student for any length of time (preferably 3 months) at any stage of his/her 12 months exchange.

Hosting an overseas student presents important obligations. The Host Parents must:

1. Care for the student and look after his/her well being in the same way as if the student was one of the Host Parents' own sons or daughters.
2. Provide room and board for the student and include him/her in all the family activities.
3. Monitor the student's school and leisure activities, ensuring that problems are recognised and minimised.
4. **Any person living in the host family house over the age of 18 years must have applied for and received a Working with Children Card (WWC), issued by Australia Post [State Law requirement]. WWC number and expiry date must be forwarded to the student's Mentor, before the student's arrival at your house.**
5. **Any person living in the host family house over the age of 18 years must have completed a "Rotary Youth Volunteer Information and Declaration Form - (Form 3)". This form must be forwarded to the student's Mentor, before the student's arrival at your house.**

It is desirable for the student to have a separate room of his/her own, or alternatively, to share a room with someone in his/her own age group.

### Host Parents

- a) Need not have children of similar age and sex as to that of the student. Many a successful hosting has occurred with families who have had young children, or no children.
- b) Need not be a Rotarian, however, it is essential for non-Rotary Host Parents to have been assessed and endorsed by the Host Rotary Club.

The exchange is a two-way process and the **Host Parents are the adults 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. Host Parents need to appreciate that the student is from another culture - don't expect them to know the rules and Australian social mores - explain things kindly.

Host Parents should expect the student to conform to their supervision, but to no greater extent than they expect of their own children. Host Parents should establish and maintain two-way communication between themselves and the student. **Firm but sympathetic understanding and loving control** from the Host Parents should lead to a hosting which is both successful and rewarding - and which will also happily add a son or daughter to the family.

### **Mentor**

The Host Rotary Club will appoint a Rotarian Mentor to look after the student's interest for the entire period of the Exchange. The Mentor is virtually the student's guardian and the student should be encouraged to consult with the Mentor on any problem that may arise and which requires help. The Mentor is also available to assist Host Families with any problem they may encounter in hosting the student.

### **Student Not a Guest**

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

Similarly, the student should not address the Host Parents as Mr. and Mrs., but as "Mum" and "Dad" or some other informal title. As soon as the student arrives with the new host family they should jointly discuss the family preferences and requirements. A guide to the agenda of this discussion is set out in "Questionnaire for First Night with New Host Family" (Appendix 1).

### **RESPONSE TO CRITICAL INCIDENTS - abuse or harassment, death of a student, serious illness, natural disasters/terrorism, criminal behaviour.**

The safety and wellbeing of the exchange student is paramount at all times.

Although rare, emergency situations do occasionally arise during Youth Exchange activities. Preparation for any possibility is an essential part of a Youth Exchange program.

These guidelines outline how to prepare in advance, the individuals to contact, and the steps to follow during an emergency.

Each Rotary club hosting a Youth Exchange student should have a designated person responsible for administering this policy if needed.

### **Procedural tips**

- The Club Mentor should keep a copy of the student's passport and travel documents in a safe place readily available at all times
- The District RYE Placement Officer should retain copies of these documents in the event of an emergency
- The Club Mentor and/or current Host Family should know at all times details of the student's whereabouts and proposed travel plans. They should ascertain that such plans have been approved by the natural parents/legal guardians of the exchange student in accordance with the travel policy and that all relevant travel application forms have been completed, with relevant travel permissions sought
- The student's parents should provide written authorisation naming the Host District Chair or other Responsible Officer to act on behalf of the parent/s in the event of serious injury or death. This document may be required by relevant authorities. (Refer to the consent by student and parents/legal guardians on the student application form)
- All Outbound students must be registered with DFAT before they commence their exchange year

### **Emergency/Disaster or Serious Incident Order of Contact**

In the case of emergency/disaster or serious incident, the following people should be contacted in this order whenever possible:

- Student should contact Host Family

- Host family should contact Club Mentor
- Club Mentor or President will contact the District RYE Chair
- District RYE Chair will contact District RYE Placement Officer, District Youth Protection Officer, Host District Governor and Sponsor Club or District RYE Chair
- Host District Governor will contact Sponsor District Governor
- **IMPORTANT** - The sponsoring district representative will contact the student's family due to possible language or interpretative limitations.
- Host District Governor will inform Rotary International(RI) within 72 hours, and complete the RI Incident Report form
- District RYE Chair will inform TAFE international Western Australia (T.I.W.A)
- District RYE Chair will inform the insurance company and complete the insurer Incident Report form

**ALSO SEE Appendix 6: Response to Critical Incidents - Policy and Procedures**

This document outlines the procedures to follow and the person responsible to oversee the action to take for the following specific events:

- Abuse or harassment claim or allegation
- Death of a student
- Serious illness
- Natural disasters/terrorism
- Criminal behaviour

### **Household Chores**

The hosted student should assist with the household chores - making bed, keeping room tidy, setting and clearing away the meal table, assisting with the meal dishes, etc.

Students are not unpaid home help or live-in baby sitters, but on the other hand, they should not be excluded from household work - a correct balance should be established.

### **Discipline**

The student is expected to adapt to the supervision and discipline of the Host Family - the family does not have to adapt to the student.

Any sign of reluctance or unwillingness on the student's part to accept this requirement should be brought to the attention of the Mentor, who should then clarify the point with the student. It is preferable that such a ruling comes from a third party (i.e., the Mentor) rather than from the Host Parents.

Problems can arise unless the student clearly understands that he/she is expected to conform to host country conditions. At the same time, however, Host Families should be aware of the problems of adapting and be understanding of the student.

### **Religion**

Religion seldom poses serious problems. Most students are very flexible on attitudes and usually accompany the Host Families to their church even where religions differ, but the issue should not be forced. If the student wishes to follow his/her own religion, the Host Family should respect the student's wish and be supportive in this respect.

### Alcohol

The consumption of alcohol can present a problem in two ways:

- a) A student who has been accustomed to consuming liquor at home may be placed with a teetotal family. In such a case, the student must respect the wishes of that family and should abstain from consuming liquor in the home whilst being hosted there.
- b) A student from a teetotal home is hosted by a family where alcoholic drinks are regularly consumed. The Host Family should respect the beliefs/practice of the student and make no attempt to induce him/her to partake of alcoholic drinks.

**The LEGAL AGE For DRINKING OF ALCOHOLIC BEVERAGES IS 18.** Legal drinking is both strongly discouraged and not allowed **except** in the presence of Host Family while at home. Under no circumstance may students purchase alcohol for themselves or others.

### Drugs

The possession and/or consumption of illicit drugs is a breach of the law of Australia and as such is strictly prohibited under the program.

Any student breaking this rule will be immediately expelled from the program and returned home, provided they are not detained by a jail sentence or other legal action.

If Host Parents suspect that a student in their care is taking drugs they should immediately report their suspicions to the Mentor who in turn should contact the District Youth Exchange Chair and the Host Club President.

### Driving

Whilst on exchange, the student is specifically forbidden to drive any form of motorised vehicle, be it operated on Land Sea or Air. Violation of these rules can lead to the student being removed from the program and returned home.

### Romance

The Youth Exchange Program rules state that a student should not become romantically involved. This concerns 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 student's Mentor. It is a difficult matter, but the rule is sound, because a student romantically involved with another person centres all his/her interests on that person to the exclusion of the broad aspects of the Youth Exchange Program.

### Promiscuity

Promiscuity will terminate the Program for the student, leading to immediate return home.

### Finances

The Host Family is not under any obligation to provide the student with pocket money or to finance clothing, school uniforms, travel or other expenses (including telephone calls). The Host Club will provide pocket money each month, school uniform and school requirements; other costs are to be borne by the student from his/her own funds or those provided by the student's natural parents.

Some students are poor at budgeting and need guidance in this respect if they are to live within their finances. Students should be discouraged from borrowing money and from purchasing on the Host Parents' credit accounts.

The Program requires the student to bring AUD\$500 to be given to the Host Rotary Club for "emergency

expenses". The Fund is not for day-to-day minor items, but is for major expenditure such as medical and dental accounts, etc. The Fund should be replenished without delay by the student's natural parents. Host Parents should discuss this matter with the Mentor at the beginning of the hosting. The student should be given a receipt for the money, which is returned to the student at the end of exchange.

### **Student Insurance**

It is a Rotary International Requirement that all hosted students accepted into the program must be provided with insurance to cover the risks of:

Overseas Hospital/Medical/Dental Expenses	US\$1,000,000
Accidental Death	\$100,000
Capital Benefits	\$100,000
Emergency Evacuation	\$50,000
Repatriation of student's remains in the event of death	\$50,000
Political/natural disaster evacuation	\$50,000
Legal Liability	\$500,000

In addition, to obtain a visa, the Australian Government requires students visiting Australia to provide evidence of OSHC, which is available from BUPA, AHM, NIB, OSHC Worldcare and Medibank Private, providing basic Medical & Hospital benefits whilst in Australia. Inbound students should apply directly to their insurer of choice online, with the cover period being the same length as their visa.

(Students from Norway, Sweden and Belgium may be exempt due to reciprocal agreements with the Australian Government)

**PLEASE ENDEAVOUR TO TAKE AN ILL STUDENT TO A GENERAL PRACTITIONER FIRST FOR TREATMENT - not a hospital.**

### **Family visits & visits from other Youth Exchange students**

Family visits are only permitted if the District and Host Club have given their approval, and only under the conditions they set. **Information should be sought before making plans.** Students are not expected to receive visits from travelling friends whilst they are on a Rotary Youth Exchange.

If exchange students from other Districts wish to visit the student, **THIS MUST BE ORGANISED** through the student's Youth Exchange Committee Placement Officer.

**Host parents are not expected to host the student's family members or exchange students from District 9455 or other Districts.**

### **Travel**

Host Parents are under no obligation to take the student on holidays or provide tours. Where the Host Family is to be away and cannot take the student, they should advise the Mentor well in advance of the event and the Mentor should make alternative accommodation arrangements for the student covering the Host Family's absence.

However, most students do manage to see a lot of their host country due to the generosity of their Host Parents, their Rotary Clubs and individual Rotarians. Where this occurs, it is an added advantage to the exchange, not an entitlement.

Where the Host Club and District permit travel, the student must abide by the rules and regulations laid down as a condition for such travel. A "Travel Application" form must be completed at least one week before travel and sent to the student's Placement Officer. (see Appendix 2)

An essential requirement of Rotary is that the whereabouts of a student is known at all times by the Sponsor and Host Districts for the purpose of ensuring the student's safety and well being, and for direct contact in the case of emergencies.

### Travel Policy Guidelines

These Rotary International District 9455 Youth Exchange Program Policy Guidelines are additional to and take precedence over the general guidelines stated in the Youth Exchange Manual - Australia. The Guidelines will be applied to Inbound students.

***Failure to adhere to this policy may result in the Student's exchange being terminated.***

1. Official tours organised by the Rotary District Youth Exchange Committee, Rotary Clubs and Hosting Schools have been arranged to provide the student with an opportunity of seeing the area in which they are hosted. The "Authority for Inbound Students to Travel on Rotary and School Sponsored Excursions and Tours" form must be completed prior to the student's arrival to enable the student to participate in these activities.
2. Travel with current Host Parent/s is permitted within Australia with the **prior** knowledge of the student's Placement Officer and the approval of the Host Club's President. Prior written approval from the student's natural parents/guardian must also be received. The requirement for *Working with Children* clearances must be adhered to.
3. Travel with other adult/s (not included in point 2 above) **within Western Australia** must be approved by the student's Placement Officer. Prior written approval from the student's natural parents/guardian must also be received. The requirement for *Working with Children* clearances must be adhered to.
4. Travel with other adult/s not included in point 2 above **outside of Western Australia but within Australia** may be considered with the prior written permission of the student's natural parents/guardian, Host Club President and District Youth Exchange Chair. A 'Travel Application Form' must be completed well in advance of the proposed travel and forwarded to the student's Placement Office to seek the necessary approvals. The requirement for *Working with Children* clearances must be adhered to.
5. Travel **outside of Australia** with responsible adult/s may be considered with the prior written permission of the student's natural parents/guardian, Host Club President, District Youth Exchange Committee Chair, and District Governor. A "Travel Application" form must be completed well in advance of the proposed travel, and forwarded to the student's Placement Officer to seek the necessary approvals. The requirement for *Working with Children* clearances must be adhered to.
6. Independent and unaccompanied student travel, while generally discouraged, may be approved by the District Youth Exchange Committee Chair under certain controlled conditions
7. Family visits are **strongly discouraged**. In any eventuality visits should be confined to the last quarter of the exchange and students must stay with their host family every night. Students are not permitted to travel with family and may not miss any school time. The student's Host Club President and the student's Placement Officer **must be contacted BEFORE any arrangements are made**. The visits must not clash with Host Family or Host Club arrangements.

8. Any travel during school time, other than School Excursions or organised Rotary Youth Exchange Tours, is not permitted.

9. The student may not contact another Rotary Club or Inbound student directly to ask for hosting on a trip.

10. Students are expected to return home by a direct route or a route arranged by the Sponsor District Youth Exchange Committee and agreed by the Host District Youth Exchange Committee.

### **Flying**

A hosted student is permitted to travel within Australia in an aircraft licensed to carry passengers. Travel in any of the following aircraft types will not be approved under any circumstances:

- i) Non-motorised glider.
- ii) Motorised glider.
- iii) Ultra light aeroplane (any type).
- iv) Hang glider (any type).
- v) Private flight with an unlicensed pilot or pilot not authorised to fly the particular type of aircraft proposed to be used.

The following aerial activities will not be approved under any circumstances:

- i) Parachute jumping.
- ii) Skydiving.
- iii) Bungee jumping.

### **Schooling**

The rules of the Youth Exchange Program require the student to attend a secondary school. The Host Mentor should attend to the enrolment details and, in conjunction with the student, organise a subject package.

**It is expected that students take all tests and examinations.**

The Host Mentor is the continuing contact between the school and the Host Student. The Host Parent's role is to supervise the day-to-day attendance of the student at school and to encourage him/her to participate fully in both the academic and extracurricular activities of the school. It is important that any problems arising from language difficulties be dealt with promptly. The Host Parents explaining any absence of the student from classes should always provide a note to the school.

### **Working**

The student visa allows students to work for 20 hours per week. If your student wishes to get a small job, it **MUST NOT** inconvenience you or Host Rotary Club. Discuss this with the student and Mentor.

### **Homesickness & communication problems**

Every student will experience homesickness to some degree. Host Parents should appreciate this fact and expect the student to have some adjustment problems. At this time a student may want privacy to cope with his/her feelings, so do not be alarmed if some time is spent alone in his/her room. Encourage the student to be open about homesickness and to be confident to discuss the problem when it arises.

If the student spends a lot of time alone, this could be a danger sign that he/she is not adjusting well to the new environment. In an attempt to solve this problem it is wise for the Host Parents to discuss the matter

with the Mentor and the student. Encourage the student to be involved with youth groups and other community activities, as this will help alleviate adjustment problems.

Sometimes students and their host parents find that they have problems getting on. There may also be issues worrying the student that are not related to the host family. (for example, financial concerns, school problems, friends not getting on, etc).

**Appendix 5 - Issues and Problem Resolution Procedures** outlines the process to be followed to deal with these problems.

### **Change of Host Families**

Through the Mentor, Host Families should keep in touch with the Rotary Club regarding hosting arrangements, so that all parties are aware of and know well in advance exactly when each change of home is to take place. It is recommended that the current Host Family meet with the next Host Family to discuss the student's likes and dislikes, thus assisting with a smooth transfer from one home to the next.

### **Telephone Calls, Computer Usage & Social Media**

Abuse of the telephone by the student can lead to conflict with the family. Upon moving into the Host home, the parents should discuss telephone requirements with the student and establish operating rules.

The cost of telephone calls should be borne by the student. Help the student to establish a cost efficient way to contact home. Telephone Cards are available at News agencies; those help reduce the costs for phone-calls enormously. VOIP - a telephony system through the Internet is another solution (see [www.skype.com](http://www.skype.com) as an example - there are other providers).

Computer usage can lead to conflict as well. Please establish in the beginning when the student may use the computer, if at all and for how long! Also make sure the student understands not to occupy too much space on the hard-drive but that he buys himself preferably a "thumb-drive".

**It is important to safeguard the privacy of the students. District 9455 Rotary Youth Exchange Committee has a policy of not instigating friendship requests with the students on Facebook or Instagram. It is also important not to tag students in posts, nor to use their surnames in Rotary Club posts.**

### **Shared Knowledge**

Exchange of knowledge on an international level is one of the main objects of the Youth Exchange Program. The host student is an ambassador for his/her country. However, the Host Family also are ambassadors - for Australia. The Host Family should show interest in the student's country and learn as much as possible about that country. At the same time, the Host Family should also impart knowledge about Australia and its way of life, thus enabling the student to take back home a good understanding of Australia.

***The following pages form the Inbound Student Manual***



**ROTARY INTERNATIONAL**

**DISTRICT 9455**

**YOUTH EXCHANGE**

**INBOUND STUDENT GUIDELINES**

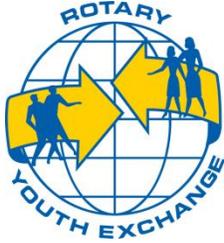
**"Be Safe, Be Considerate, Be Sensible,  
Be Mature"**

**WESTERN AUSTRALIA**



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**District 9455**  
**G'DAY AND WELCOME TO PERTH, WESTERN AUSTRALIA**

**Important Contacts while you are here in Australia:**

**Sponsoring Club:**

\_\_\_\_\_

**Hosting Club:**

\_\_\_\_\_

**Exchange Student Mentor:**

\_\_\_\_\_

**Mentor's Phone Number**

\_\_\_\_\_

**President's Name:**

\_\_\_\_\_

**Placement Officer**  
**(Nordic Countries, Poland)**

**Jill Hanna**  
**Mobile: 0417 982 315**  
**Email: [jhpkbs@inet.net.au](mailto:jhpkbs@inet.net.au)**

**Placement Officer:**  
**(Europe)**

**Norm de Grussa**  
**Mobile: 0411 043 889**  
**Email: [degfam@inet.net.au](mailto:degfam@inet.net.au)**

**Placement Officer:**  
**(Asia, Americas)**

**Joanne Bowen**  
**Mobile: 0428 849 118**  
**Email: [joannebowenrotary@gmail.com](mailto:joannebowenrotary@gmail.com)**

**Chair Rotary Youth Exchange Committee**  
**Available 24 hours**

**David Cleary**  
**Mobile: 0438 899 809**  
**Email: [clearydj@bigpond.net.au](mailto:clearydj@bigpond.net.au)**

**Rotary District 9455 - District Governor**  
**2020/2021**

**Jon Bilson**  
**Mobile: 0409 433 472**  
**Email: [dq@rotarydistrict9455.org](mailto:dq@rotarydistrict9455.org)**

Find us on Facebook @ <https://www.facebook.com/D9455RotaryYouthExchange>



## **Introduction**

Members of Rotary Youth Exchange District 9455 wish you a very warm welcome to Western Australia. We hope your stay with us is exciting and challenging and will be "the best year of your life".

The Rotary Youth Exchange Committee will play a part in supporting your club for your overall well-being, care and discipline during your year as a Rotary Exchange Student.

Your Rotary Club, Mentor and hosting families will be supporting you on a day-to-day basis. They have made all the arrangements for your year such as contacting the school you will attend, and ensuring that you have pocket money for your expenses. You are expected to attend club meetings, participate in club activities and keep in regular contact with club members. What you give to your club members and hosting families will be well rewarded, because you will have a wonderful time on exchange.

Enclosed in this manual is information to help you in your Rotary exchange year. Your Rotary Mentor and host families have been given similar manuals, and we suggest you talk about it together.

Allow yourself time to settle in and become familiar with our Australian ways and to adjust to the many new aspects of your life. You will find that things are not the same as in your home country and coping with so many new things at once can be very challenging and tiring. For the first few weeks you will probably feel very tired and at times confused. Don't worry about this, but tell your families, fellow school students and others if you are feeling tired, so they can understand and support you in dealing with all the changes in your life. The information in this manual is to help you as you adjust. Should you need any further assistance or information, you find our contact details on the previous pages.

We look forward to seeing you at the briefing sessions and also during the following few months with the other members of the District Rotary Youth Exchange Committees.

The members of the Rotary Youth Exchange Committee hope that your exchange year in Western Australia is successful, challenging and enjoyable and is a "year to remember".

With regards,

**David Cleary**  
**Chair**  
**District 9455 Rotary Youth Exchange Committee**

## *Youth Exchange Program - Guidelines for Hosted Students*

### **Introduction**

A warm welcome is extended to you as the Rotary Youth Exchange student arriving from overseas, and it is hoped that the year under the program will be one of the greatest experiences in your entire life. The Guidelines set out below are provided to help you prepare for the exchange and to gain the maximum benefit and enjoyment from the program.

### **Being with Australians:**

Although Australia has many similarities in its way of life to that of overseas countries, there are also many differences, and it is these differences that offer a stimulating opportunity to learn, experience and understand.

Australians have a reputation of being warm, friendly, frank and very hospitable and with a dry "irreverent" sense of humour. However, their attitudes can be influenced by the attitudes of others toward them, so you as a host student:

1. Should be careful not to continually compare Australia in unfavourable terms with your own homeland, giving the impression that you do not like Australia. One place compared to another is merely different and usually with a reason, therefore, nothing is better or worse.
2. Should not appear to be disinterested in your exchange. Perceived lack of interest will cause Australians not to be interested in you.

The principal objective of the Youth Exchange Program is to promote better understanding and goodwill. This objective will not be achieved unless your endeavours are constructively examined and discussed with its various facets and problems.

You should be aware of the need to thank people who have made efforts to assist in your exchange. A short "Thank you" note is a courteous and efficient way of showing appreciation.

### **With the Host Family:**

You most likely will feel nervous at the beginning of the exchange. Your Host Parents may feel the same way. You should behave naturally and act as if you were at home. A happy relationship will soon develop between the Host Family and yourself.

In most cases, you will stay with three to four different Host Families, but the Host Rotary Club has complete autonomy in this matter and can make variations.

It is most important that the Host Family does not treat you as a special or honoured guest. The value of the program centres on you being "one of the family" and not receiving any special favours or treatment. You should contribute to the family life by undertaking normal chores.

Similarly, you should not address the Host Parents as Mr. and Mrs., but as "Mum" and "Dad", some other informal title, or their names. To save any embarrassment, this matter should be resolved as soon as you arrive in the family - see Appendix 1 "Questionnaire for First Night with new Host Family".

You have an obligation to adapt to the family's style. On the other hand, you will normally find the Host Family most understanding as to problems of adapting being experienced by you.

It is also VERY IMPORTANT that you respect the privacy of your host family. DON'T gossip about your host family with other students. If you have a concern about them, discuss this with your Mentor or Placement Officer.

*All students should always remember that you owe a great debt of gratitude to the Host Families, as it is through their considerable generosity and personal sacrifice that the exchange is possible.*

### **Climate**

Australia is a large continent with a wide variety of climates. You should liaise closely with your Host Mentor before coming to Australia so as to be fully informed as to the climate in which you will live. Southern Australia is temperate, with cool to cold wet winters but with hot dry summers. Northern Australia ranges from hot and arid to sub-tropical, but in both instances, the temperature is usually warm to hot most of the time.

### **Clothing**

Knowing the range of the climatic conditions will assist you to decide on the clothing most suitable that you will need on your Exchange. Dress is mostly casual, with jeans and sneakers commonly worn. However, there will be occasions where more formal attire will be required - girls should bring at least one smart dress and boys a jacket and trousers. Youth Exchange blazers are very acceptable formal wear for both boys and girls. In the first six months of the exchange it is not unusual for a student to encounter substantial weight gains - up to 15kg. This can pose clothing problems and it is advisable for a student to consider this when buying clothes prior to exchange. It may be wise to purchase clothing that is a little larger than normal. Where applicable, you should bring national clothing.

Private schools and some government schools require a school uniform to be worn. The cost of compulsory school uniforms is the responsibility of your Host Rotary Club.

**PLEASE BRING A SMALL SOFT OVERNIGHT BAG WITH YOU. This is useful for going away on weekends, and to take on the tours.**

### Youth Exchange Program Rules

There are guidelines and rules within the Program. Guidelines are recommendations and suggestions, both allowing some discretion as to action. On the other hand, you and your natural parents have signed the Rotary Guarantee Form, binding them to the rules of the program. The rules are:

1. **Laws of the country:** The laws of the Host Country must be obeyed.
2. **Drugs:** The possession and/or consumption of illicit drugs are a breach of the law of Australia and as such are strictly prohibited under the program.
3. **Driving:** A student is specifically forbidden to drive any form of motorised vehicle, be it operated on Land, Sea or Air.
4. **Romance:** A student should not become romantically involved. If the student centres all his/her attention on another person, the broad aspects of the program are excluded and therefore the exchange fails.
5. **Schooling:** The student will attend full-time education at a secondary school of the Host Rotary Club's choice. This is a condition of your student visa.

In regard to Rules 1 to 3 (inclusive), any breach of a rule will lead to the automatic expulsion of the student from the program and immediate repatriation home.

### Host District Rules

In addition to the Rotary International rules set out above, District Youth Exchange Committees have local rules (e.g. alcohol, smoking, attendance at Rotary functions, reports, travel etc.) to which you will be bound.

### Alcohol

**The LEGAL AGE For DRINKING OF ALCOHOLIC BEVERAGES IS 18.** Legal drinking is both strongly discouraged and not allowed except in the presence of the Host Family while at home. Under no circumstances may students purchase alcohol for themselves or others.

### Smoking

Smoking is for the most part socially unacceptable in Western Australia, is forbidden in schools (even for teachers) and almost all public facilities, and it is illegal to sell tobacco products to, or buy them for, anyone who is under 18 years of age. It is also not in keeping with the image we would wish our young Rotary Youth Exchange ambassadors to portray; as such our Exchange Students are not permitted to smoke for the entirety of their Exchange.

### Rotary Requirements

The District Youth Exchange Committee requires you to attend and assist at various Briefing and Orientation seminars for potential Outbound exchange students. Districts also require you to be present at the annual District Conference. The Host Club & District Youth Exchange Committee has the responsibility to make sure you attend these functions and to pay your travel and accommodation costs.

### Reports

You are required to submit regular written reports to the District Youth Exchange Committee on a monthly basis. These reports are in addition to those required by the Sponsor District.

There is a web-link for submitting your reports:

[http://www.youthexchange.asn.au/?page\\_id=39](http://www.youthexchange.asn.au/?page_id=39)

### Family visits

Family visits are only permitted if the District and Host Club have given their approval, and only under the conditions they set. **Information should be sought before making plans.** Students are not expected to receive visits from travelling friends whilst they are on a Rotary Youth Exchange.

### Visits from other Youth Exchange students

If exchange students from other Districts wish to visit you, **THIS MUST BE ORGANISED** through your Placement Officer.

### Travel

Host Parents are under no obligation to take you on holidays or to provide tours. Where the Host Family is to be away and cannot host you, they have the obligation to advise the Mentor well in advance of the event and the Mentor has to arrange accommodation arrangements for you covering the Host Family's absence.

However, many students do manage to see a lot of their host country 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.

Where the Host Club and District permit travel, **prior to any arrangement being made**, you must abide by the rules and regulations stipulated as a condition of such permission.

<p><b>An essential requirement of Rotary is that the whereabouts of a student is known at all times by the Sponsor and Host Districts for the purpose of ensuring the student's safety and well being, and for direct contact in the case of emergencies.</b></p>
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### Travel Policy Guidelines

These Rotary International District 9455 Youth Exchange Program Policy Guidelines are additional to and take precedence over the general guidelines stated in the Youth Exchange Manual - Australia. The Guidelines will be applied to Inbound students.

**Failure to adhere to this policy may result in the student's exchange being terminated.**

### Travel Policy

1. Official tours organised by the Rotary District Youth Exchange Committee, Rotary Clubs and Hosting Schools have been arranged to provide the student with an opportunity of seeing the area in which they are hosted. The "Authority for Inbound Students to Travel on Rotary and School Sponsored Excursions and Tours" form must be completed prior to the student's arrival to enable the student to participate in these activities.

2. Travel with current Host Parent/s is permitted within Australia with the **prior** knowledge of the student's Placement Officer and the approval of the Host Club's President. Prior written approval

from the student's natural parents/guardian must also be received. The requirement for *Working with Children* clearances must be adhered to.

3. Travel with other adult/s (not included in point 2 above) **within Western Australia** must be approved by the student's Placement Officer. Prior written approval from the student's natural parents/guardian must also be received. The requirement for *Working with Children* clearances must be adhered to.

4. Travel with other adult/s not included in point 2 above **outside of Western Australia but within Australia** may be considered with the prior written permission of the student's natural parents/guardian, Host Club President and District Youth Exchange Chair. A 'Travel Application' form must be completed well in advance of the proposed travel and forwarded to the student's Placement Office to seek the necessary approvals. The requirement for *Working with Children* clearances must be adhered to.

5. Travel **outside of Australia** with responsible adult/s may be considered with the prior written permission of the student's natural parents/guardian, Host Club President, District Youth Exchange Committee Chair, and District Governor. A 'Travel Application' form must be completed well in advance of the proposed travel, and forwarded to the student's Placement Officer to seek the necessary approvals. The requirement for *Working with Children* clearances must be adhered to.

6. Independent and unaccompanied student travel, while generally discouraged, may be approved by the District Youth Exchange Committee Chair under certain controlled conditions

7. Family visits are **strongly discouraged**. In any eventuality visits should be confined to the last quarter of the exchange and students must stay with their host family every night. Students are not permitted to travel with family and may not miss any school time. The student's Host Club President and the student's Placement Officer **must be contacted BEFORE any arrangements are made**. The visits must not clash with Host Family or Host Club arrangements.

8. Any travel during school time, other than School Excursions or organised Rotary Youth Exchange Tours, is not permitted.

9. The student may not contact another Rotary Club or Inbound student directly to ask for hosting on a trip.

10. Students are expected to return home by a direct route or a route arranged by the Sponsor District Youth Exchange Committee and agreed by the Host District Youth Exchange Committee.

### **Flying**

You are permitted to travel within Australia in an aircraft licensed to carry passengers. Travel in any of the following aircraft types will not be approved under any circumstances:

- i) Non-motorised glider
- ii) Motorised glider
- iii) Ultra light aeroplane (any type)
- iv) Hang glider (any type)

- v) A private flight with an unlicensed pilot or a pilot not authorised to fly the particular type of aircraft proposed to travel

The following aerial activities will not be approved under any circumstances:

- i) Parachute jumping
- ii) Skydiving
- iii) Bungee jumping

### **Student Insurance**

It is a Rotary International Requirement that all hosted students accepted into the program must be provided with insurance to cover the risks of:

Overseas Hospital/Medical/Dental Expenses	US\$1,000,000
Accidental Death	\$100,000
Capital Benefits	\$100,000
Emergency Evacuation	\$50,000
Repatriation of student's remains in the event of death	\$50,000
Political/natural disaster evacuation	\$50,000
Legal Liability	\$500,000

In addition, to obtain a visa, the Australian Government requires Students visiting Australia to provide evidence of Overseas Student Health Cover (OSHC), which is available from BUPA, AHM, NIB, OSHC Worldcare and Medibank Private, providing basic Medical & Hospital benefits whilst in Australia. Inbound students should apply directly to their insurer of choice online, with the cover period being the same length as their visa. (Students from Norway, Sweden and Belgium may be exempt due to reciprocal agreements with the Australian Government)

### **Host Mentor**

The Host Rotary Club should appoint a Rotarian Mentor for the duration of the Exchange and you should regard this person as your confidant. If any problem arises at school, with the host family, with finances, or of a personal nature, you should consult the Mentor who is there to help and will probably welcome the opportunity to assist or act as mediator.

If the Club does not appoint a Mentor, as soon as possible after arrival you should tactfully ask the Club to appoint a Mentor. Similarly, if the Mentor does not make contact with you, the Club should investigate or appoint a new Mentor.

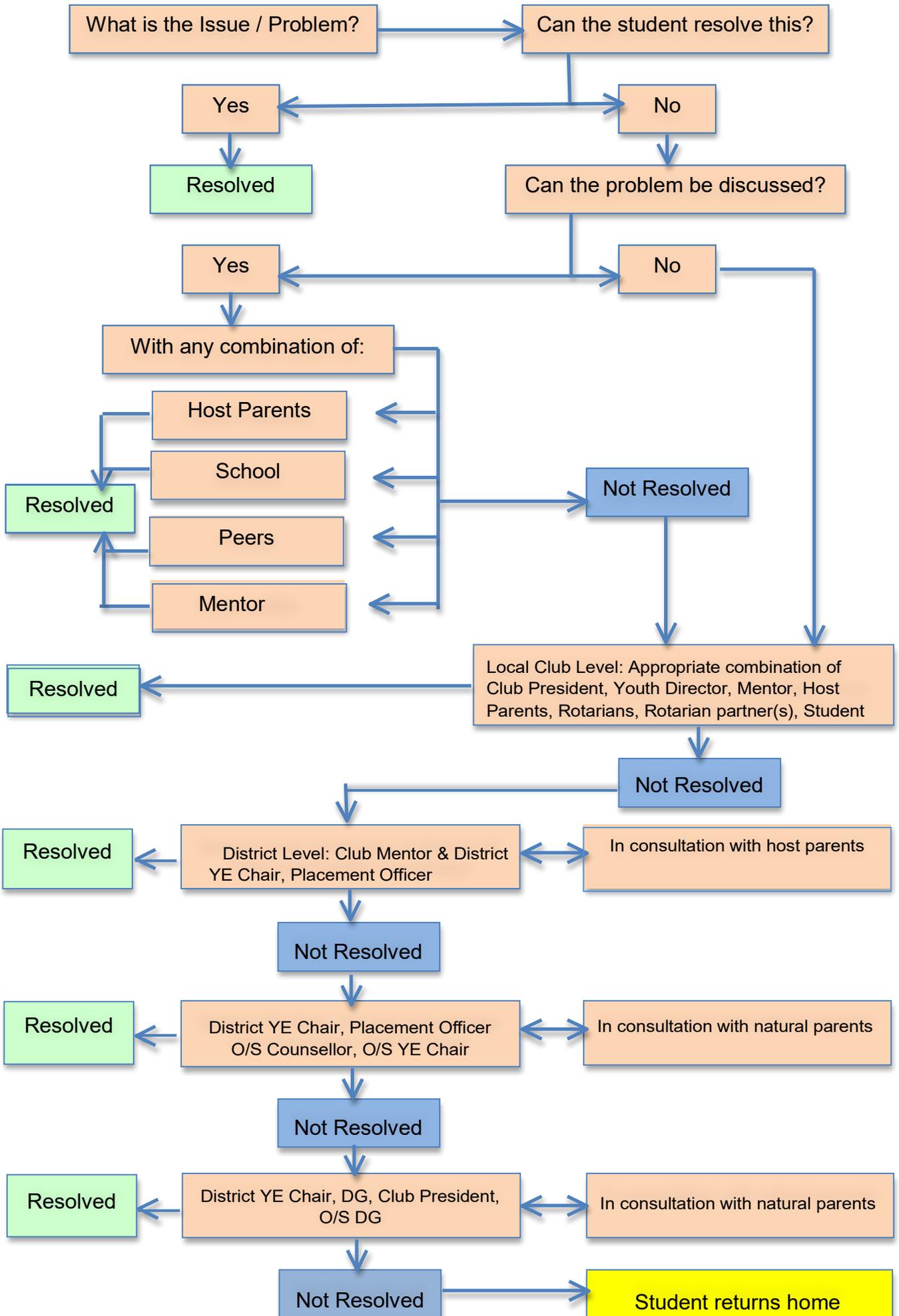
### **Solving problems during your exchange**

We expect that you will have a wonderful exchange. However, sometimes problems occur, where you feel that things are going wrong and you can't do anything about it.

You might have problems communicating well with your host family, problems about money, worries at school - not getting on with other students, school staff expecting too much of you, not feeling supported by your Mentor.

The following flow chart shows you the correct process to follow. Whatever your problem is, you have the right to fair and equitable resolving of your problem.

# ISSUES AND PROBLEM RESOLUTION PROCEDURES



### **Protection Officer**

The Host Rotary Club should appoint a Rotarian Protection Officer for the duration of the Exchange. If any problem arises at school, with the host family, and/or with the Mentor in regards to sexual harassment or abuse, you should inform immediately your Protection Officer who is there to help and remove you from any potentially dangerous situation.

If the Club does not appoint a Protection Officer, as soon as possible after arrival you should tactfully ask the Club to appoint a Protection Officer. Similarly, if the Protection Officer does not make contact with you, the Club should investigate or appoint a new Protection Officer.

### **What is the Definition of Harassment or Abuse?**

#### **Sexual Abuse**

Sexual abuse refers to engaging in sexual acts with a student or forcing or encouraging a student to engage in sexual actions alone or with another person of any age, of the same sex or the opposite sex.

Additional examples of sexual abuse could include, but are not limited to:

- Non-touching offences
- Indecent exposure
- Exposing a student to sexual or pornographic material

#### **Sexual Harassment**

Sexual harassment refers to sexual advances, requests for sexual favours or verbal or physical conduct of a sexual nature. In some cases, sexual harassment comes before sexual abuse, and is a technique used by sexual predators to desensitise, confuse or groom their victims.

Examples of sexual harassment could include, but are not limited to:

- Sexually motivated advances including comments to the effect that the adult in a position of trust finds the student sexually attractive
- Sexual names or descriptions, jokes, written or oral references to sexual conduct, gossip regarding one's sex life, and comment about an individual's sexual activity, deficiencies, or prowess
- Verbal abuse of a sexual nature
- Displaying sexually suggestive objects, pictures or drawings, videos and internet images
- Sexual leering or whistling, any inappropriate physical contact such as brushing or touching, obscene language or gestures and suggestive or insulting comments.

### **Emotional Harassment**

Emotional harassment is any action or comment that unreasonably disturbs the student. This includes but is not limited to repeated comments about a student's social background, home country, language, culture, personal appearance or other characteristics which are offensive, embarrassing or humiliating to the student to whom they are directed.

### **Physical Abuse**

Physical abuse is any physical harm inflicted on a student and includes but is not limited to:

- Providing insufficient nourishment for the student
- Depriving the student of a reasonable amount of sleep
- Requiring the student to do an unreasonable amount of work
- Inflicting physical pain on the student

### **Abuse & Harassment**

Abuse and harassment refers to any form of abuse or harassment described above whether it is sexual, emotional or physical.

After a report of harassment or abuse, students may or may not want to remain on their exchange. If they do, they may or may not want to continue their relationship with their hosting Rotary Club depending on the circumstances. In some cases, a student may wish to remain in the country, but change to a different host Club. It is the student's choice!

We expect that your exchange year will be one of the best experiences of your life. However, there is the possibility that you will be the victim of assault or abuse. Your safety is very important to us, and we can only help you if we know that you have a problem.

If you are physically, emotionally or sexually assaulted or abused you should follow this procedure:

1. Report the situation and circumstances to an adult you feel comfortable with, preferably your Club Mentor, the assigned Club Protection Officer, or your District RYE Placement Officer immediately.
2. If you cannot contact either your Club Protection Officer, Club Mentor or your District RYE Placement Officer, or prefer that none of them be informed, report the situation to the District RYE Chair.
3. If you cannot report your situation to any of these people, report the situation to any member of the District's RYE Committee or the District Youth Protection Officer.

**It is important that you not delay in reporting any incident of assault or abuse.** Be sure that someone in the District Youth Exchange Program understands the seriousness of your situation.

The following procedure shall be followed by a person receiving information from a student about an assault or abuse. They will:

- a. Listen attentively and stay calm
- b. Assure privacy but not confidentiality
- c. Get the facts, but don't interrogate
- d. Be nonjudgmental and reassure
- e. Document the allegation

After receiving an allegation report from a student, this the adult will:

- a) Protect the young person
- b) Report the allegation to the appropriate law enforcement authority
- c) Report the allegation to the Club Youth Protection Officer and the RYE Chair, who will then inform the District Governor.

Following this process:

- d) The appropriate District 9455 representative will remove the accused person from contact with youth until the matter is resolved.
- e) All adults involved in this process must avoid gossip & blame. Don't tell anyone about the allegation other than those who need to know.
- f) The District Governor must inform Rotary International of the allegation within 72 hours. The District Governor will also inform the student's parents, and offer the student an independent, non-Rotarian counsellor to represent his/her interests.

The District RYE Chair and District Youth Protection Officer will take charge of overseeing the student's safety and ensuring that the correct procedures are adhered to.

**No Inbound student will be sent home nor any Outbound student brought home for reporting such a situation unless the student's personal safety requires it and the District RYE Chair has approved the return.**

## Student Finances

Student money requirements are:

1. **Emergency Fund:** Upon arrival in the host town, you will be required to give your Host Rotary Club an "Emergency" fund of money for medical and other emergencies. Ask your Host Rotary Club for a receipt for this money. It will be returned to you at the end of your exchange. This fund is to be replenished by your natural parents without delay should funds be withdrawn. You should bring \$AUD500 to establish the account.
2. **Personal Spending Money:** A bank account controlled by you should be set up for this purpose. If problems are being experienced managing finances, you should approach the Mentor for help and guidance. Budgeting finances is very important. If you are planning to join the Safaris, or trips which are arranged by the District, it is recommended that the money for this event also be placed in your account
3. **Monthly Allowance:** The Host Club will provide you with a monthly allowance, the amount of which will be determined by the District and/or Club. In the event of you failing to receive an allowance, you should tactfully raise the matter with the Mentor. The money should be deposited to your bank account each month. Usually the monthly allowance will not be sufficient to meet all your daily needs and will need to be supplemented by your natural parents.
4. **International Travel:** You should always have negotiable money with you whilst travelling to cover the event of an emergency.

## Schooling

The rules of the Youth Exchange Program require you to attend a secondary school. It is also a condition of your student visa that you attend school fulltime. Usually the Host Mentor will attend to the enrolment details and, in conjunction with you, organise the best subject selection.

**It is expected that students take all tests and examinations.**

You are expected to take part fully in life and activities at the school. **You should undertake all exams and complete all assignments as required by the school.**

It is important that any problems arising from language difficulties be dealt with promptly.

The Host Parents should always provide a note to the school explaining any of your absences.

**You are not permitted to be enrolled at institutions of tertiary education.**

## Working

Your student visa allows you to work for 20hours per week. If you do wish to get a small job, it **MUST NOT** inconvenience your Host Family or Host Rotary Club. Discuss this with your Mentor.

### **Homesickness**

Very few students avoid homesickness, particularly after the excitement and experience of settling in and meeting new people has passed. Missing the little things at home previously taken for granted and the continuous "bombardment" of a strange language leads to mental exhaustion. Frustration may set in due to the inability to communicate adequately. All this may lead you to wondering (despairing) how to cope for the next nine or ten months.

Symptoms of homesickness are:

- For no good reason, feeling miserable
- Losing your temper over small things, which normally would have been shrugged off
- Comparing habits and customs unfavourably with how it was done at home
- Staying within the security of your room and not wanting to go outside
- Physical discomfort, headaches, upset stomach, uneven menstrual cycle, etc.

You will have your own way of coping with homesickness when it occurs, but recommended remedies include:

- Recognise the classic symptoms
- Talk and share the problem, especially with the Host Parents, and
- Keep busy, either with studies, sport, Club involvement, or letter writing (but keep these cheerful and positive).

The following definitely are not remedies for homesickness:

- Moping around feeling sorry
- Eating the "blues" away
- Asking to go home, especially in the early stage of the exchange

Ultimately, returning home may be the correct course of action, but it should be the last resort. Homesickness can attack at any time and is not limited only to the early stages of the exchange.

### **The Role as Ambassador**

Whilst in Australia, you are an ambassador for your own country and for Rotary; this is one of the main purposes of the exchange. Rotary expects high standards of behaviour from you, morally and ethically, so that people will form a good impression of your country and of the Rotary Youth Exchange Program.

### **Public Speaking**

You are expected to address Rotary and other service clubs whilst in Australia. In addition, talks and visits should be made to schools, youth groups, community and other welfare organisations.

### **Be a Joiner**

To gain the maximum benefit from the year abroad, you should take an active part in the host community. You should make every opportunity to join and be actively involved in school clubs, youth and church groups, especially Interact if such a club is available in the area. The wider the involvement, the greater the number of friends a student will make. You should not confine your friendships mainly to other Exchange Students.

### **Have an Open Mind**

There is usually more than one view on most issues, so keep an open mind, especially on controversial matters (race, religion, politics, etc.). Do not take sides and avoid expressing strong contrary views - be diplomatic and tactful.

### **Interviews**

When interviewed by the media, you should always have your Mentor or Host Parent present. Never be critical of one's own country or of Australia. Careless remarks when publicly reported may cause serious embarrassment. Never join people in criticising their country, way of life, government, etc.

### **Religion**

You are expected to respect the practice of the Host Family, however let them know if you have any special needs related to your own religion.

### **Communication**

You should maintain regular communication with your natural parents, family and friends. Communication does not have to be long, but it should be frequent. Apart from the reports required of you by both your sponsor and host Districts, you should also maintain contact throughout the year with the Sponsor Rotary Club and the Sponsor Mentor.

Discuss internet use with your Host family, as many Australian homes DO NOT HAVE UNLIMITED USE.

### **International Airline Ticket**

Upon arrival in Australia, your return airline e-ticket will be noted by the District Youth Exchange Committee's representative who will ensure return flight details are adjusted appropriately. You are not to make any changes yourself without discussing those changes with your District Coordinator.

### **Problems & Early Return Home**

Where you are experiencing major problems with your Exchange and attempts by the Club, Mentor and Host Parents to resolve the matters have not been successful, the Club should approach the District Committee for assistance and guidance. Unless for compassionate grounds, your return home should be considered only as a last resort and after all other avenues to save the exchange have been explored by both Host Club and the District Committee.

If there is any likelihood of returning home, the District Youth Exchange Committee Chair should immediately advise full details to the District Governor.

The Sponsor District Youth Exchange Committee Chair must be told of the circumstances, and they in turn should inform their District Governor and your natural parents.

**A Host Club cannot terminate an exchange. This decision is only to be made on consultation with the Rotary Youth Exchange District Chair and the District Governor.**

The travel arrangements for you returning home should be completed by the District Youth Exchange Committee and full details will be advised to the Sponsor District for advice to your natural parents.

You should be accompanied to the airport and the District Youth Exchange Committee will assist with all the departure and boarding procedures. The District Youth Exchange Committee will forward to the Sponsor District a full written report of the premature return home.

### **Returning Home at End of Exchange**

Your exchange has duration of a minimum **50 weeks** from your arrival date or as stated in your Visa; and you will not be allowed to remain in Australia upon conclusion of the exchange period. You will travel directly home with no stopovers, however, your natural parents may authorise otherwise provided they accept full responsibility for the safety of you and, in writing, entirely absolve Rotary from any responsibility.

**The return home journey is arranged by the Sponsor Youth Exchange Committee and usually the date is shown on the flight ticket. It is essential that this date be first confirmed through the District Youth Exchange Committee or your Mentor at least three months before return, and reconfirmed at least three days prior to actual departure time.**

Upon returning home, you may experience adjustment problems. Usually these problems pass with the time, but should difficulties persist, it is wise to seek assistance from the Sponsor Mentor or the Sponsor District Youth Exchange Committee.

## Conclusion

All these Rules and Guidelines may appear formidable, but their purpose is only to ensure that the exchange is successful, that all participants are aware of their rights and obligations, and that you have a wonderful year in Australia.



Australians wear their shoes in the house (but they leave their shoes outside if the shoes are very wet or muddy).

In informal situations, when the weather is hot, they often take their shoes off.

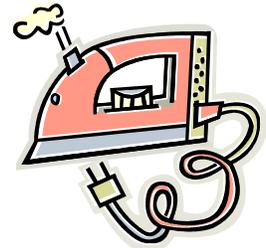
**Aussies are funny people**

It is okay for them to touch their friends with their feet.

They can touch the head of another person. Sometimes it is a friendly thing to do.

Sniffing is not a socially acceptable practice - Australians blow their noses.

They do not spit on the ground. (But they can spit into a tissue or a handkerchief. It is ok for them to put the handkerchief back into their pockets.)



In some families the mother (or father) does all the washing. In other families, everyone washes their own clothes.



In Australia it is okay to wash all the family clothes together. It is okay to put all the socks and underclothes and shirts etc. together in the washing machine.

Some Australian families dry their clothes in an electric clothes dryer. Many families hang their clothes to dry on a clothes line in the backyard. In Australia it is ok to hang underwear and socks on the clothes line with all the other clothes.

They do not worry about ghosts. Ghosts are NOT a problem in Australia. It is safe to sleep in the dark

Many Australians share a bedroom, but many people have their own bedroom.

Parents expect their children to keep their own rooms clean and tidy.

They like to be with other people, but sometimes they enjoy being alone.

They often speak loudly. When they are angry, they sometimes shout at each other. Children sometimes shout at their parents.



**I don't want to be alone**

Many Australians do not like swearing, but some Australians swear a lot.

They do not have special words to show respect for older people.

At some schools, teachers and students talk to each other as equals. At some schools, teachers are very strict.

Younger brothers and sisters do NOT show special respect to older brothers or sisters.

At school, younger students do NOT show special respect to older students

When they say "yes", they mean "yes"

When they say "no", they mean "no"

If parents say no to their children, but the children keep asking again and again, the parents get very angry.

They do not bargain.

Parents often get angry if their children try to bargain with them.

When their children go out, parents ask "Where are you going?" and "Who are you going with?" and "What time will you come home?"

Some parents give their children a lot of freedom. Other parents are very strict.

Australians often look at each other's eyes when they are talking together. It is okay for young people to look their parents in the eye. It is okay for young people to look their teachers in the eye too. Australians think it is a sign of honesty.

Men shake hands when they meet each other for the first time. Women often shake hands too. Men like to have a firm handshake. They do NOT like soft handshakes. (Men often shake hands to say good-bye too)

Friends sometimes kiss each other when they meet and when they say goodbye. But men don't kiss men.

Boys do NOT hold hands with each other. Girls do not usually hold hands with each other. But a boy can hold hands with a girl.

In some families there is a lot of hugging and touching. In some families there is very little touching.

In some families there is not much kissing. In some families, mothers and fathers kiss their children 'goodnight' every night.

Australians do not bow or kneel to each other.

Many bathroom doors do not have a lock. When the bathroom door is closed, Australians knock, and wait for reply. If there is no reply, they open the door and go in.

They often get very angry if someone goes, uninvited, into their room and touches their things.

They often get very angry if someone borrows their things without asking.

They say "please" and "thank you" very often.

They sometimes feel upset if people do not remember to say "please" or "thank you" at the right time. (Parents say to their little children: "What is the magic word?" And the answer is "please" or "thank you")

They use names very often when they are talking to each other. They feel more relaxed when people speak to them by name:

Peter: "Excuse me please, Mary. Have you seen Clare?"

Mary: "Yes Peter. She is in the library."

Peter: "Thanks"

Peter: "Dad, I have a problem. Would you help me please?"

Dad: "Of course, Peter. What is the trouble?"

(Dad helps Peter)

Peter: "Thanks very much Dad, You have helped me a lot."



They like to see a smiling face. They do not seem to smile as often as Indonesians or Thais. However, they do seem to smile more often than many northern Europeans.

Australians say "I'm sorry!" or just "Sorry!" very often. They often apologise for very small things. They feel upset when others do not say "I'm sorry" at appropriate times.

They usually prefer to use understatement than overstatement when talking about personal achievement. They feel uncomfortable with people who talk a lot about their own achievements. (They often cut "tall poppies" down)



They usually get up at about 6 or 7 o'clock in the morning from Monday to Friday. Sometimes they sleep in on Saturdays and Sundays.

They do not have a sleep in the afternoon.

Some families go to bed at about 9.30 pm or 10 pm at night. Other families go to bed at about 11pm or later.

Parents often feel worried when their children go to bed late (after midnight) every night.

They do not wear their clothes to bed. They wear pyjamas or a nightdress when they go to bed.

When they get into bed, they lie between two sheets. There is a sheet under their bodies. There is another sheet on top of their bodies. And there are blankets on top of the sheet.

After washing up, some people rinse the detergent off the dishes. Some people just wipe it off with a tea-towel.

In some families the mother (or father) does most of the cleaning, the washing and the cooking. Sons and daughters are expected to help.

In some families, the housework is shared equally by the whole family.

Australians do not eat many snacks. They usually wait till lunch time or dinner time, and eat with the rest of the family.

Most families eat dinner together at night. They usually talk together while they are having dinner. (Sometimes they watch TV instead of talking)

When they have finished eating, they place their knife and fork beside each other on the plate, the fork with its prongs pointing upwards - the knife on the right, the fork on the left.

In many families, everyone sits together at the table until the last person has finished eating.

Most people use a deodorant after their bath or shower

The weather is often hot and people perspire a lot, so they have a bath or a shower once a day. Sometimes, when the weather is very hot, or when they are going out, they shower twice a day.



They try to keep the floor in the bathroom and toilet dry.

They do NOT wash their bodies BEFORE they get into the bath. They wash their bodies WHILE they are sitting in the bath.



All water is precious and hot water is expensive. Water must not be wasted.

Sometimes in the country, there is not much rain. People in the country are careful not to waste water.

Telephones are expensive. Australians must pay for every phone call. Each local call costs about 45 cents. Long distance calls cost a lot of money. Parents do not like receiving big telephone bills.

It is easy to misunderstand Australian humour. Sometimes jokes seem to be sarcastic and insulting.

## (Appendix 1)

### *Questionnaire for First Night with New Host Family*

1. What do I call you? Mum, Dad or first name?
2. Do you have any special rules for your own children that apply to me?
3. What am I expected to do daily, other than:
  - Make my bed
  - Keep my room tidy
  - Clean the bathroom after use?
4. What is the procedure about dirty clothes? Where do I keep them till wash day?
5. Should I wash my own underclothes?
6. What is the procedure about ironing clothes?
7. May I use the iron, washing machine, sewing machine, etc? Should I ask first?
8. Where can I keep my bathroom toilet accessories?
9. When is the most convenient time for me to use the bathroom weekday mornings?
10. When is the best time for me to bath/shower - A.M. or P.M.?
11. What time are meals?
12. Do I have a permanent job at meal times? i.e.
  - Set the table
  - Clear the table
  - Wash or dry dishes
  - Put everything away after meals
  - Empty the rubbish bin etc
13. May I help myself to food and drink (non alcoholic) at any time, or must I ask first?  
(Promise to do that in moderation if acceptable)
14. What areas are strictly private? e.g. bedroom, bar, study, sewing room, pantry.
15. May I put up pictures, posters etc. in my bedroom? - If yes, how?
16. What are your feelings about my drinking alcohol at home? Do you object to me having the occasional wine at the table with you or beer?
17. Where can I store my suitcases?
18. What time must I get up on weekday mornings?
19. What time must I get up on weekends and holidays?

20. What time do you want me to go to bed on weekdays?
21. If I want to arrange a night out with my friends, is this OK with you and what do you need to know?
22. What time must I be in at night if I go out? (exceptions by special arrangement)
23. What dates are the birthdays of Host Dad, Mum, brothers, sisters?
24. Can I have friends to stay overnight?
25. Can I invite friends around in the day? (Not opposite sex if parents are not there)
26. Do you have a computer? If so, can I use it and when?
27. What are your rules about using the Internet and email?
28. What are the rules about the use of the telephone?
  - May my friends phone me?
  - What are the rules about local phone calls?
  - What are the rules about overseas calls, fax and internet/email? (Remember to offer to pay for all the calls)
29. May I play the Radio, Television, CD player etc?
30. What is the procedure about mailing letters?
31. Does Host Mum or Dad have any pet hates or dislikes, e.g. wearing curlers at the table, chewing gum, music, being interrupted when reading the newspaper, smoking etc
32. What clothing is worn around the house or to meals?
33. Do Host brother and sister have any likes or dislikes?
34. What are the Host parents' feelings or rules about transport?
35. How do I get around? Is there a bus/train route? Do I have the use of a bicycle? Will it be possible to get a lift to and from parties, etc? Will I be collected from the bus stop/train station?
36. What are the rules about going to church (or equivalent)?
37. Do you mind me attending my own Church (or equivalent) as well as yours?
38. Do you expect me to phone if I am going to be 10, 20 or 30 minutes late?
39. How often may I go out a week?
40. If I have something bothering me, how would you like me to handle my problem? Eg
  - Write a note explaining my problem
  - Ask if we can have a heart-to-heart talk to thrash it out.
  - Tell my Mentor what bothers me and let him/her decide what to do.

- Bottle it up and learn to live with my problem
41. Do you accept that I am here fully as a son or daughter?
  42. Who pays for school outings or sporting expenses? - The Club or Host Parents or Student?
  43. If we go out as a family, who pays entrance fees, etc. Parents or Student?
  44. If you have special dietary needs, mention them at this time (early in your exchange)
  45. Can I use shampoo, tooth paste, etc. or shall I buy my own?
  46. Do I take lunch with me to school, or do I buy lunch at school? Ask if you make your own lunch.
  47. Am I responsible to pay my bus fares to school?



## **(Appendix 2)**

We suggest the student, Mentor and host family members read the following and discuss

### ***KNOTS***

There is something I don't know that I am supposed to know.  
I don't know what it is I don't know, and yet I am supposed to know,  
And I feel I look stupid if I seem both not to know it,  
And not know what it is I don't know.  
Therefore I pretend I know it.  
This is nerve-racking since I don't know what I must pretend to know.  
Therefore I pretend to know everything.

I feel you know what I am supposed to know  
But you can't tell me what it is because you don't know that I don't know what it is

You may know what I don't know, but not that I don't know it.  
And I can't tell you.  
So you will have to tell me everything

R.D. Laing

### ***BRUSH UP YOUR ENGLISH***

I take it you already know of tough and bough and cough and dough?  
Others may stumble, but not you on hiccough, thorough, though and through.  
Well done!! And now you wish perhaps to learn of less familiar traps?

Beware of heard, a dreadful word that looks like beard and sounds like bird.  
And dead; it's said like bed not bead. For goodness sake don't call it "deed".  
Watch out for meat and great and threat. (They rhyme with suite and straight and debt)

A moth is not a moth in mother, nor both in bother, or broth in brother.  
And here is not a match for there, nor dear and fear for bear and pear.  
And then there's dose and rose and lose - just look them up - and goose and choose,  
And cork and work and card and ward, and font and front and word and sword,  
And do and go and thwart and cart.

Come, come, I've hardly made a start!  
A dreadful language? Man alive I'd mastered it when I was five!

TS Watt

## Appendix 1

### *Questionnaire for First Night with New Host Family*

1. What do I call you? Mum, Dad or first name?
2. Do you have any special rules for your own children that apply to me?
3. What am I expected to do daily, other than:
  - Make my bed
  - Keep my room tidy
  - Clean the bathroom after use?
4. What is the procedure about dirty clothes? Where do I keep them till wash day?
5. Should I wash my own underclothes?
6. What is the procedure about ironing clothes?
7. May I use the iron, washing machine, sewing machine, etc? Should I ask first?
8. Where can I keep my bathroom toilet accessories?
9. When is the most convenient time for me to use the bathroom weekday mornings?
10. When is the best time for me to bath/shower - A.M. or P.M.?
11. What time are meals?
12. Do I have a permanent job at meal times? i.e.
  - Set the table
  - Clear the table
  - Wash or dry dishes
  - Put everything away after meals
  - Empty the rubbish bin etc
13. May I help myself to food and drink (non alcoholic) at any time, or must I ask first?  
(Promise to do that in moderation if acceptable)
14. What areas are strictly private? e.g. bedroom, bar, study, sewing room, pantry.
15. May I put up pictures, posters etc. in my bedroom? - If yes, how?
16. What are your feelings about my drinking alcohol at home? Do you object to me having the occasional wine at the table with you or beer?
17. Where can I store my suitcases?
18. What time must I get up on weekday mornings?
19. What time must I get up on weekends and holidays?
20. What time do you want me to go to bed on weekdays?

21. If I want to arrange a night out with my friends, is this OK with you and what do you need to know?
22. What time must I be in at night if I go out? (exceptions by special arrangement)
23. What dates are the birthdays of Host Dad, Mum, brothers, sisters?
24. Can I have friends to stay overnight?
25. Can I invite friends around in the day? (Not opposite sex if parents are not there)
26. Do you have a computer? If so, can I use it and when?
27. What are your rules about using the Internet and email?
28. What are the rules about the use of the telephone?
  - May my friends phone me?
  - What are the rules about local phone calls?
  - What are the rules about overseas calls, fax and internet/email? (Remember to offer to pay for all the calls)
29. May I play the Radio, Television, CD player etc?
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31. Does Host Mum or Dad have any pet hates or dislikes, e.g. wearing curlers at the table, chewing gum, music, being interrupted when reading the newspaper, smoking etc
32. What clothing is worn around the house or to meals?
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34. What are the Host parents' feelings or rules about transport?
35. How do I get around? Is there a bus/train route? Do I have the use of a bicycle? Will it be possible to get a lift to and from parties, etc? Will I be collected from the bus stop/train station?
36. What are the rules about going to church (or equivalent)?
37. Do you mind me attending my own Church (or equivalent) as well as yours?
38. Do you expect me to phone if I am going to be 10, 20 or 30 minutes late?
39. How often may I go out a week?
40. If I have something bothering me, how would you like me to handle my problem? Eg
  - Write a note explaining my problem
  - Ask if we can have a heart-to-heart talk to thrash it out.
  - Tell my Mentor what bothers me and let him/her decide what to do.
  - Bottle it up and learn to live with my problem
41. Do you accept that I am here fully as a son or daughter?
42. Who pays for school outings or sporting expenses? - The Club or Host Parents or Student?
43. If we go out as a family, who pays entrance fees, etc. Parents or Student?

44. If you have special dietary needs, mention them at this time (early in your exchange)
45. Can I use shampoo, tooth paste, etc. or shall I buy my own?
46. Do I take lunch with me to school, or do I buy lunch at school? Ask if you make your own lunch.
47. Am I responsible to pay my bus fares to school?



## Appendix 2

### Inbound Student Travel While in Australia

Mentors should be notified at all times when the student is away from their hosting family. This is important in case the student's natural family needs to make contact in an emergency.

Travel should be at the expense of the student or their natural family.

Where possible, travel should be arranged only during the holiday periods. The school should be notified in writing if the student is absent at any time, and permission sought for the absence.

The student cannot go touring alone or in an unescorted group with other students.

Where appropriate arrangements must be made for the student to travel alone, it must be on scheduled airline, bus or train services, and prior arrangements must be made for them to be met and hosted by Rotarians or Rotary approved people.

There are opportunities for Inbound exchange students to travel on excursions arranged by schools or District, such as the North West Safari. These trips are optional and must be with the permission of the natural family and host Rotary Club, and are at the expense of the student.

If you would like further information please contact the District Youth Exchange Committee.

#### **INBOUND TRAVEL POLICY** as at February 2020

**(Note: 'Travel' refers to any trip which require an overnight or longer stay)**

*These Rotary International District 9455 Youth Exchange Program Policy Guidelines are additional to and take precedence over the general guidelines stated in the Youth Exchange Manual - Australia. The Guidelines will be applied to Inbound students.*

***Failure to adhere to this policy may result in the Student's exchange being terminated.***

**An essential requirement of Rotary is that the whereabouts of a student is known at all times by the Sponsor and Host Districts for the purpose of ensuring the student's safety and well being, and for direct contact in the case of emergencies.**

1. Official tours organised by the Rotary District Youth Exchange Committee, Rotary Clubs and Hosting Schools have been arranged to provide the student with an opportunity of seeing the area in which they are hosted. The "Authority for Inbound Students to Travel on Rotary and School Sponsored Excursions and Tours" form must be completed prior to the student's arrival to enable the student to participate in these activities.

2. Travel with current Host Parent/s is permitted within Australia with the *prior* knowledge of the student's Placement Officer and the approval of the Host Club's President. Prior written approval from the student's natural parents/guardian must also be received. The requirement for *Working with Children* clearances must be adhered to.

3. Travel with other adult/s (not included in point 2 above) **within Western Australia** must be approved by the student's Placement Officer. Prior written approval from the student's natural parents/guardian must also be received. The requirement for *Working with Children* clearances must be adhered to.

4. Travel with other adult/s not included in point 2 above **outside of Western Australia but within Australia** may be considered with the prior written permission of the student's natural parents/guardian, Host Club President and District Youth Exchange Chair. A 'Travel Application' form must be completed well in advance of the proposed travel and forwarded to the student's Placement Office to seek the necessary approvals. The requirement for *Working with Children* clearances must be adhered to.
5. Travel **outside of Australia** with responsible adult/s may be considered with the prior written permission of the student's natural parents/guardian, Host Club President, District Youth Exchange Committee Chair, and District Governor. A 'Travel Application' form must be completed well in advance of the proposed travel, and forwarded to the student's Placement Officer to seek the necessary approvals. The requirement for *Working with Children* clearances must be adhered to.
6. Independent and unaccompanied student travel, while generally discouraged, may be approved by the District Youth Exchange Committee Chair under certain controlled conditions
7. Family visits are **strongly discouraged**. In any eventuality visits should be confined to the last quarter of the exchange and students must stay with their host family every night. Students are not permitted to travel with family and may not miss any school time. The student's Host Club President and the student's Placement Officer **must be contacted BEFORE any arrangements are made**. The visits must not clash with Host Family or Host Club arrangements.
8. Any travel during school time, other than School Excursions or organised Rotary Youth Exchange Tours, is not permitted.
9. The student may not contact another Rotary Club or Inbound student directly to ask for hosting on a trip.
10. Students are expected to return home by a direct route or a route arranged by the Sponsor District Youth Exchange Committee and agreed by the Host District Youth Exchange Committee.



**DISTRICT 9455**  
**TRAVEL APPLICATION FORM** as at 10 December 2018



**Note:** 'Travel' refers to any trip which require an overnight or longer stay

**STUDENT'S NAME:** \_\_\_\_\_

Indicate which travel is to take place, then **complete the relevant sections below.**

- Travel with current Host Parent/s **within Australia** with the **prior** knowledge of the student's Placement Officer and the approval of the Host Club's President. Prior written approval from the student's natural parents/guardian must also be received. The requirement for *Working with Children* clearances must be adhered to.
- Travel with other adult/s (not included in point 1 above) **within Western Australia** must be approved by the student's Placement Officer. Prior written approval from the student's natural parents/guardian must also be received. The requirement for *Working with Children* clearances must be adhered to.
- Travel with other adult/s (not included in point 1 above) **outside of Western Australia but within Australia** may be considered with the prior written permission of the student's natural parents/guardian, Host Club President and District Youth Exchange Chair. A 'Travel Application' form must be completed well in advance of the proposed travel and forwarded to the student's Placement Office to seek the necessary approvals. The requirement for *Working with Children* clearances must be adhered to.
- Travel **outside of Australia** with responsible adult/s may be considered with the prior written permission of the student's natural parents/guardian, Host Club President, District Youth Exchange Committee Chair, and District Governor. A 'Travel Application' form must be completed well in advance of the proposed travel, and forwarded to the student's Placement Officer to seek the necessary approvals. The requirement for *Working with Children* clearances must be adhered to.

Travelling to: \_\_\_\_\_ by: bus  car  plane  other  \_\_\_\_\_

Travelling with: \_\_\_\_\_

Contact phone numbers: \_\_\_\_\_

Dates of travel- Departing: \_\_\_\_\_ Returning: \_\_\_\_\_

If flying, provide flight details.

Name and address of accommodation: \_\_\_\_\_

*Working with Children* details: \_\_\_\_\_

**Approvals:**

**(those required for type of travel)**

	Printed names	Date/Signature
Parents/Guardian (Email consent is sufficient)	_____	_____
Host Club President	_____	_____
District RYE Committee Chair	_____	_____
District Governor	_____	_____
RYE Placement Officer	_____	_____

**Please email completed form to RYE Placement Officer  
at least one week BEFORE travel commences**

### Appendix 3

#### General Information and Rules for D9455 Inbound Students - as at February 2020

To be read in Conjunction with the Guidelines for the D9455 Youth Exchange Program and the Rules as Stated on your Application Form

#### Rules

1. The duration of the Program is a full twelve (12) months. Students must complete a minimum of 50 weeks stay in the host district.
2. Each student must attend school during the year of his or her exchange. Credits for study cannot be assured and Rotary in no way can be held responsible. In some instances, students can transfer credits, but this will be the decision of your home school administration.
3. Each student is to have a \$A500 emergency fund provided by their parents. If used it must be restored to \$A500. A monthly allowance for the student is paid by the host club to cover spending money and incidentals.
4. If the student has relatives in Australia they will have no authority over him or her while under the supervision of the program.
5. The Travel Policy attached must be adhered to.
6. The student is **NOT PERMITTED TO DRIVE A MOTOR VEHICLE OF ANY KIND!** This includes boats, tractors, motorbikes, aircraft or any motorised vehicle, or participate in dangerous activities such as gliding or hang gliding.
7. The student is **NOT PERMITTED TO USE DRUGS**, except for valid medical reasons as prescribed by a physician.
8. Legal age for drinking alcoholic beverages is 18. Legal drinking is both strongly discouraged and not allowed **except** in the presence of Host Family while at home. Under no circumstance may students purchase alcohol for themselves or others.
9. Smoking is for the most part socially unacceptable in Western Australia, is forbidden in schools (even for teachers) and almost all public facilities, and it is illegal to sell tobacco products to, or buy them for, anyone who is under 18 years of age. It is also not in keeping with the image we would wish our young Rotary Youth Exchange ambassadors to portray; as such our Exchange Students are not permitted to smoke for the entirety of their Exchange.
10. Students must avoid romantic attachments.
11. Students must attend all Rotary sponsored events.
12. **Family visits are STRONGLY DISCOURAGED** and must conform to the Travel Policy attached (Point 7) Information should be sought **before** making plans. Students are not expected to receive visits from travelling friends whilst they are on a Rotary Youth Exchange.

Should queries arise on interpretation of the above points please contact your Placement Officer.

**The student should clearly understand the conditions and rules of the program. They must be followed or he or she will be returned home.**

#### General Information

##### Student

1. All Passport, visa, and return transport costs including excess luggage and airport tax are to be paid by the student. **In the event of an early return due to termination of the Exchange, the costs associated with placing the students on the first available flight home must be borne by the student's natural parents/guardian.**
2. Any costs associated with 'out of the ordinary' subject studied at school and school excursions/camps are the responsibility of the natural parents/guardian. Parents may be required to pay for language lessons, if considered necessary.

##### Families

1. The student is to become an integral member of the host family, assuming duties and responsibilities normal to a student his or her age. Students are expected to become one of the family.
2. The student should expect to live with at least 3 host families.

Choose your friends slowly and wisely as you will have many social opportunities. Trust your hosts to aid you in developing a respectable circle of friends

##### Host Club

1. Hosting of students is the responsibility of the Host Club. In case of difficulties the student should consult his or her host parents, followed by the Club Mentor, Placement Officer and finally the District Chair, in that order.

2. Your hosts are responsible for you socially, spiritually and physically. You are expected to respect their wishes and requests. Our society may be different to yours and some guidance and restrictions are to be expected and advisable.

##### District

1. Two briefing weekends will be held shortly after arrival, to discuss all phases of the program and to aid in planning facets of the exchange. Attendance by students is **COMPULSORY**.
2. Some students, in conjunction with their Sponsor District, are responsible for the return flight booking which must satisfy both the sponsor and host districts as to the planned departure date. Airline ticket information will be copied on arrival and held by the Placement Officers.

##### Photographs

Please understand that your photograph and/or details may be used by your Rotary Club or the District for RYE and Rotary Promotional purposes (eg on our Facebook pages)

##### **I agree to abide by the rules of this program.**

Name of Student \_\_\_\_\_

(print clearly)

Signed by: Student \_\_\_\_\_ Date \_\_\_\_\_

Father \_\_\_\_\_ Mother \_\_\_\_\_

## Appendix 4



### District 9455 Contacts

*District Governor - 2020/2021*

*Jon Bilson*

*M 0409 433 472*

*E [dq@rotarydistrict9455.org](mailto:dq@rotarydistrict9455.org)*

*Chair Rotary Youth Exchange*

*David Cleary*

*H 08 9272 5114*

*M 0438 899 809*

*E [clearydj@bigpond.net.au](mailto:clearydj@bigpond.net.au)*

*RYE Treasurer*

*Lindsey Frances*

*H 08 9246 2475*

*M 0412 771 476*

*E [lindseyf@ozemail.com.au](mailto:lindseyf@ozemail.com.au)*

*RYE Secretary*

*Lois Van Baalen*

*M 0407 440 437*

*E [loisjvb@hotmail.com](mailto:loisjvb@hotmail.com)*

*Placement Officer  
(Nordic Countries, Poland)*

*Jill Hanna*

*M 0417 982 315*

*E [jhpkbs@iinet.net.au](mailto:jhpkbs@iinet.net.au)*

*Placement Officer  
(Asia, Americas)*

*Joanne Bowen*

*H 08 9641 1483*

*M 0428 849 118*

*E [joannebowenrotary@gmail.com](mailto:joannebowenrotary@gmail.com)*

*Placement Officer  
(Europe)*

*Norm de Grussa*

*M 0411 043 889*

*E [degfam@iinet.net.au](mailto:degfam@iinet.net.au)*

*District Insurance Officer*

*RYE Insurance Matters - refer to Chair Rotary  
Youth Exchange*

*District Protection Officer*

*Hank de Smit*

*M 0419 926 425*

*E [hank@businessmasters.net.au](mailto:hank@businessmasters.net.au)*

## **Issues and Problem Resolution Procedure for Youth Exchange Students**

### **Aims of an Issues and Problem Solving Procedure:**

- That Rotary youth exchange students, their parents and/or guardians know they have the same rights to fair and equitable access to an issues and problem resolution procedure process as local students and their parents
- That the District Youth Exchange Chair has the general responsibility for the efficient organisation, management and administration of the exchange program
- That the exchange students know where their complaints, problems or issues 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 Mentors, District Youth Exchange officials and school principals are aware of the first contact person should a conflict or issue arise in the home or the school and the next level should it become necessary.

### **Formulating an Issues and Problem Resolution Policy:**

1. As a basis for settlement of an issue or problem refer to the Issues and Problem Resolution Procedure Flow Chart.
2. The student shall have the right to a fair and equitable issue and problem resolution procedure.
3. Categories of problems 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 in accordance with the District Abuse and Harassment Reporting Guidelines
  - Misconduct.
4. Procedures as to whom to address the complaint or seek a resolution to an issue or problem:
  - Host family
  - Rotary Club Mentor or Youth Exchange Officer
  - School principal or other relevant school official or coordinator
  - Rotary District Youth Exchange Placement Officer
  - District Youth Exchange Chair
5. Procedures for the resolution of an issue or problem 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 acknowledgment of outcome
6. Who is ultimately responsible for resolving the issue or problem?
  - Refer to the Issues and Problem Resolution Procedure Flow Chart, which is attached.

## GENERAL SUPPORT STRUCTURE FOR STUDENTS

### WHEN AN ISSUE ARISES FROM SCHOOL

#### Host Parents

- Should be made aware of the issue by the student or the school.
- They then should attempt to resolve the issue.
- If unable to resolve, then contact the Student's Mentor.

#### Mentor/Counsellor

- Should attempt to resolve the issue.
- If unable to resolve, then contact the Placement Officer and Host Club President.

#### Placement Officer and Host Club President

- If still unable to resolve the issue, contact District Youth Exchange Chair.

#### District Youth Exchange Chair

- Chair works with the Club President and consults with District Governor if unable to resolve.

### WHEN AN ISSUE ARISES WITHIN HOST FAMILY HOME

#### Host Family/Student

- Need to openly and calmly discuss any issues, which may be upsetting the family unit.
- If unable to resolve quickly, speak with the Mentor.
- Mentor may suggest other Rotarians take student for a 'break'.

#### Mentor/Counsellor

- If still not resolved deal with the problem immediately – do not let it go on.
- Placement Officer and Host Club President are to be notified.

#### Placement Officer and Host Club President

- If still unable to resolve, contact District Youth Exchange Chair.

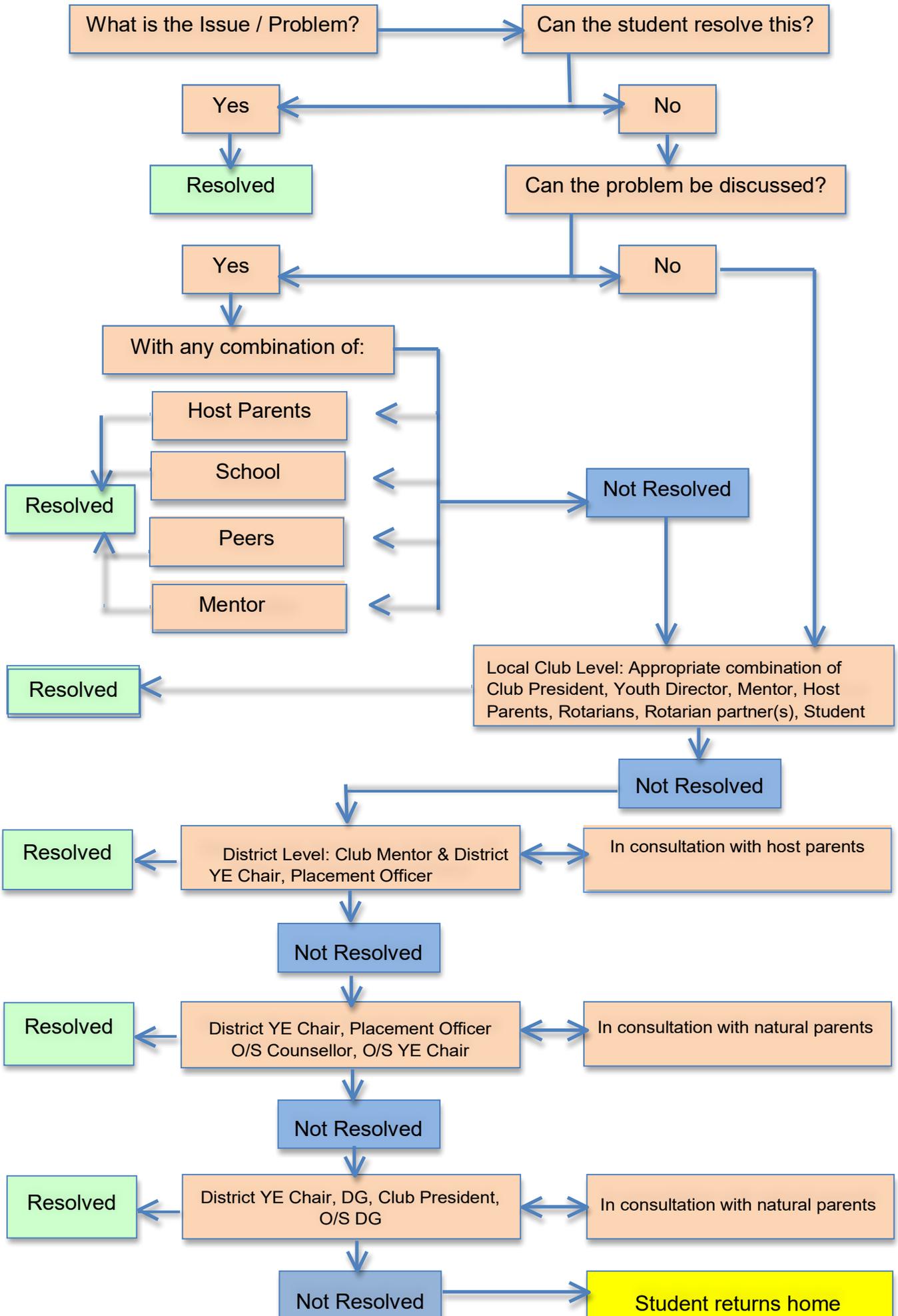
#### District Youth Exchange Chair

- Chair consults with District Governor if unable to resolve.

During the entire resolution process, depending on the severity of the situation, counterparts in the student's home country are often informed of the situation. The District Youth Exchange Committee works very hard to ensure fair and proper resolution.

As a last resort, students may be sent home at the direction of the District Governor

# ISSUES AND PROBLEM RESOLUTION PROCEDURES



## Response to Critical Incidents Policy & Procedures Youth Exchange Students

The safety and wellbeing of the exchange student is paramount at all times.

Although rare, emergency situations do occasionally arise during Youth Exchange activities. Preparation for any possibility is an essential part of a Youth Exchange program.

These guidelines outline how to prepare in advance, the individuals to contact, and the steps to follow during an emergency.

Each Rotary club hosting a Youth Exchange student should have a designated person responsible for administering this policy if needed.

### **Procedural tips**

- The Club Mentor should keep a copy of the student's passport and travel documents in a safe place readily available at all times
- The District RYE Placement Officer should retain copies of these documents in the event of an emergency
- The Club Mentor and/or current Host Family should know at all times details of the student's whereabouts and proposed travel plans. They should ascertain that such plans have been approved by the natural parents/legal guardians of the exchange student in accordance with the travel policy and that all relevant travel application forms have been completed, with relevant travel permissions sought
- The student's parents should provide written authorisation naming the Host District Chair or other Responsible Officer to act on behalf of the parent/s in the event of serious injury or death. This document may be required by relevant authorities. (Refer to the consent by student and parents/legal guardians on the student application form)
- All Outbound students must be registered with DFAT before they commence their exchange year

### **Emergency/Disaster or Serious Incident Order of Contact**

In the case of emergency/disaster or serious incident, the following people should be contacted in this order whenever possible:

- Student should contact Host Family
- Host family should contact Club Mentor
- Club Mentor or President will contact the District RYE Chair
- District RYE Chair will contact District RYE Placement Officer, District Youth Protection Officer, Host District Governor and Sponsor Club or District RYE Chair
- Host District Governor will contact Sponsor District Governor
- **IMPORTANT** – The sponsoring district representative will contact the student's family due to possible language or interpretative limitations.
- Host District Governor will inform Rotary International(RI) within 72 hours, and complete the RI Incident Report form
- District RYE Chair will inform TAFE international Western Australia (T.I.W.A)
- District RYE Chair will inform the insurance company and complete the insurer Incident Report form

## **Procedures to follow for specific events**

### **1. Abuse or harassment claim or allegation – (District Youth Protection Officer/ District Youth Exchange Chair to action)**

Follow the District 9455 Abuse and Harassment Reporting Guidelines for the District Youth Exchange Program.

#### **RECEIVING AN ALLEGATION REPORT**

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 encouraging, 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 ensure that it doesn't happen to others.

*Get the facts, but don't interrogate.* Ask questions that establish facts: who, what, when, where, and how. Reassure the young person that he or she did the right thing in telling you. Avoid asking "why" questions, which may be interpreted as questioning the young person's motives. Remember that your responsibility is to report this information to the proper authorities.

*Be nonjudgmental and reassure.* Avoid criticizing anything that has happened or anyone who may be involved. It's especially important not to blame or criticize the young person. Emphasize that it was not his or her fault and that it was brave and mature to come to you.

*Document the allegation.* Record the conversation, including the date and time, as soon after the report as you can. Try to record the young person's exact words.

#### **ALLEGATION RESPONSE**

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

##### **i. Protect the young person.**

Ensure the safety and well-being of the young person by removing him or her from the situation immediately and preventing all contact with the alleged abuser or harasser. Reassure the young person that this is for his or her safety and is not a punishment.

Take immediate action to ensure the young person's health and well-being, and get him or her medical or psychological care, if necessary.

##### **ii. Report the allegations to appropriate authorities.**

Immediately report all cases of abuse or harassment — first to [designate appropriate law enforcement authority] for investigation and then to club and district leaders for follow-through. Interrogations related to allegations of abuse or harassment must be left entirely to law enforcement agencies.

In most situations, the first Rotary contact is Club Youth Protection Officer, who is responsible for seeking advice from and interacting with appropriate agencies. If the allegation involves the conduct of this Rotarian, the district governor or District Youth Protection Officer should be the first Rotary contact.

District 9455 will cooperate with police or legal investigations.

District 9455 has researched local, state, and national laws related to youth protection, including reporting allegations.

##### **iii. Remove the accused person from contact with youth.**

District 9455 will remove the alleged offender from all contact with Rotary youth program participants until the matter is resolved.

Follow established criteria and procedures for removing a Rotary Youth Exchange student from a host family if they report a problem with, or make an allegation against, a host family member. If appropriate, move the student to the temporary housing that was screened in advance.

##### **iv. Avoid gossip and blame.**

Don't tell anyone about the allegation other than those who need to know. Be careful to protect the rights of both the victim and the accused during the investigation.

District 9455 maintains the privacy (as distinct from confidentiality) of any accused person.

##### **v. Follow through.**

A district officer must inform RI of the allegation within 72 hours and provide ongoing status reports.

District 9455 will ensure that the program participant's parents or legal guardians have been notified and offer the young person an independent, non-Rotarian counsellor to represent his or her interests.

If law enforcement agencies will not investigate, or if the investigation is inconclusive, the district governor will appoint a district review committee to coordinate an independent review to ensure that district youth protection policies were followed, confirm that youth safety was the highest priority, and determine any necessary modifications to district procedures. This review is not responsible for determining the validity of any allegations; that can only be done by youth protection agency personnel or trained law enforcement professionals. If law enforcement has found the allegations to be noncriminal, the district governor is responsible for contacting the alleged offender. The district governor may delegate this task to a district youth protection officer or district review committee.

District 9455 will document all accusations of inappropriate behaviour and the actions taken to resolve the situation, so that patterns of inappropriate behaviour are identified and addressed.

## **2. Death of a student – (District Governor/District Youth Exchange Chair to action)**

- Ascertain that the deceased is the exchange student
- Be aware that due to modern communication systems, i.e. Internet, mobile phones, etc., the normal procedures may be circumvented by involved persons without knowing the consequences of their actions
- Arrange assistance including appropriate grief counselling to the host family, Mentor and all involved with the student and his/her welfare including other students and families or host families as required and advised
- Notify schools where other students attend for preparation of grief counselling for students and friends
- Check with local police for local regulations and obtain a copy of the police report
- Reclaim the deceased's possessions, especially the passport
- Check with the local hospital and mortuary for the claiming of the body and regarding an autopsy
- Obtain the death certificate
- Check with insurer with regard repatriation of remains and as to their procedure
- Contact an internationally licensed funeral home for arrangements in accordance with the parents' wishes
- Contact the relevant Embassy and insurer in respect of the repatriation of the student's remains
- Obtain clear instructions concerning, burial, cremation or return of body. Consideration must be given to the religion of the deceased. The sponsoring District representative should contact the student's family due to possible language or interpretative limitations
- Arrange to host the student's parents with Rotarians and host families. Also ask about arranging a memorial service
- Repatriation – Family decisions will be respected in relation to repatriation requests. It should be noted that there is significant cost in repatriating a body internationally. Bodies must be transported in refrigerated conditions in lead lined special coffins and transporting remains in this fashion incurs considerable expense. If families can culturally and emotionally deal with cremation most of the obstacles of repatriation are minimised. In most circumstances a family member would travel internationally to deal with the matters around the death and could return home personally with the body or cremated remains

### **3. Serious illness – (Club Mentor/District Youth Exchange Chair to action)**

- The student's Mentor and/Host Parent/s are likely to be present
- Obtain advice and instructions in regard to surgery if required. Liaise with natural parents and sponsor District representative
- Provide such counselling and support for the student, Host Parents and all parties involved in the student's welfare as required

### **4. Natural disasters/terrorism – (District Governor/District Youth Exchange Chair to action)**

- Local protocols will be followed. Directions given by police, State Emergency Service and Ambulance personnel etc will be adhered to
- If a major natural disaster or act of terrorism occurs within the country of exchange, but doesn't affect the student, natural parents need to be informed that their student was not involved.

### **5. Criminal behaviour – (District Governor/District Youth Exchange Chair to action)**

- The Mentor or Host Parent should be with the student at the police station in the event that the student is interviewed
- Appropriate legal representation for the student should be arranged if required
- Provide support for the student including medical and psychological support where required

### **General points to consider**

#### **Continuing professional care of involved students and families**

- Arrangements must be made for continuing care for involved students and families
- Offer at least one professional counselling session for each involved student and family

#### **Media coverage - Anonymity of students from media**

- Appoint one person only, i.e. District Youth Protection Officer, to provide information to media
- This person must be familiar with the laws regarding name release and have contact with the authorities
- Everyone involved in the administration of the incident must defer comments to the appointed media officer
- Appoint one person, i.e. District Youth Exchange Chairman, to provide information about the Rotary Youth Exchange Program.