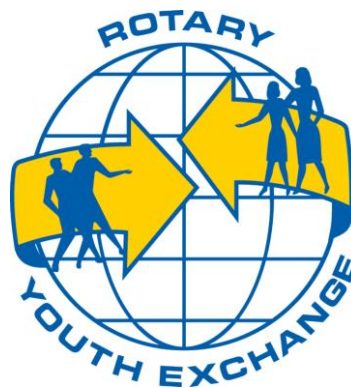
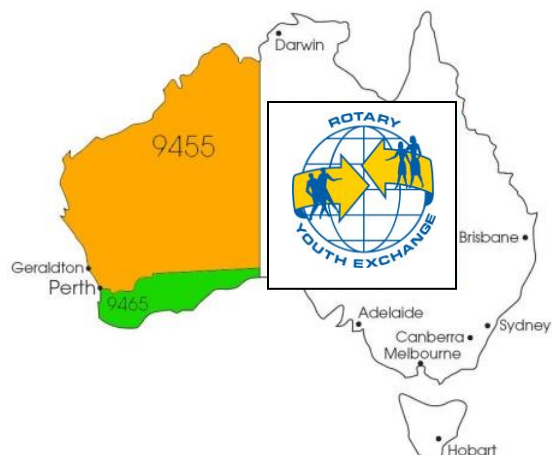


STUDENT MENTOR MANUAL



Student Mentor Manual

Rotary Youth Exchange Program Western Australia District 9455



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DISTRICT 9455

Important Contacts, while your Student is here in Australia:

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TO THE INBOUND STUDENT MENTOR

This Booklet contains information to assist you, your Club members and host families in hosting and supporting your exchange student during the exchange year.

Banking: We ask that you assist the student with opening a bank for the student's day to day funds and Rotary pocket money. This account may not be necessary if the student is able to use home country account in Australia and their Rotary Club is prepared to pay their allowance in cash. Please also collect their \$500 Emergency Money and place in Club funds, or a separate bank account, recording it in the Club's accounts as a liability, to be repaid at the end of the year. **Please give the student a receipt.**

Overseas Student Health Cover (OSHC): *Please note that the basic Medical Insurance arrangements have changed.*

Exchange students are required to have Overseas Student Health Cover (OSHC) for the period of their exchange arranged and paid for prior to leaving for Australia. **This cover is the equivalent of Medicare cover for Australian residents and the card should be used for medical services in place of a Medicare card.** Students or their Mentors should keep the card safe. **If the card is lost, please arrange a replacement card.**

Working with Children (WWC) & Rotary checks & applications:

It is both yours and the Club Protection Officer's responsibility to make sure that the checks have been done and that the Host Family application forms, Form 2 & 3 from the Abuse and Harassment Prevention Manual are submitted before the student's arrival, to the Club Protection Officer.

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 the Host Family's house.

Students **MUST NOT** be placed in a Host Family if the *Working with Children* number and expiry date are not provided. The education authorities will not accept the application receipt as proof.

As the student's Mentor, you are also required to have a current *Working with Children* card (WWC).

Briefing session: The Inbound student briefing session will usually be on the last weekend in July. **It is an important opportunity to set and refresh the ground rules and is compulsory for students.**

You are given a copy of the *Host Parents' Manual* which also contains the *Inbound Student' Guidelines Manual*. **We request that you sit together within the First Seven Days of the student moving in with the new host family.** Go through the "First night questionnaire" with them, and make sure that both

parties understand the basic rules of RYE and also understand that there are cultural differences between each other.

Due to *Rotary International* and *TAFE International Western Australia (TIWA)* certification requirements, the student's Mentor or Club Youth Director will need to complete the "Mentor/Club Youth Director & Host Parent Briefing Acknowledgement" form (See Appendix 5), which acknowledges that Host Parents have read the *Host Parent Manual* and have been briefed by the student's Mentor or Club Youth Director. **This form will need to be completed for each new host family.** The completed form will need to be sent to the student's RYE Placement Officer.

If you have any concerns about the exchange, please contact the appropriate RYE Committee Placement Officer as quickly as possible to assist in avoiding potentially unpleasant situations. We are happy to provide more information to assist you in supporting your student during the year.

Yours in Rotary
David Cleary
Rotary Youth Exchange Committee Chair

RYE Placement Officer
(Nordic Countries and Poland)

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(Europe)

Norm de Grussa
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Important Dates for Inbound Commitments

Compulsory attendance

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

GUIDELINES FOR HOST CLUBS:

1.1 INTRODUCTION:

The District Rotary Youth Exchange (RYE) Committee annually invites Clubs to participate in the program by selecting a candidate for outbound placement and by offering to host the reciprocal overseas student. If a Club decides to participate then it is necessary for the Club president to appoint:

- a) A Youth Exchange Officer who will provide the necessary liaison between the Club and the RYE Committee Placement Officer;
- b) Rotary Mentors to look after the personal interests of the Inbound and Outbound students; and
- c) Club Youth Protection Officer whose job it is to ensure that the Club complies with the requirements of the WWC Manual and establish the suitability of all the Rotarians and volunteers involved in RYE Program (Most clubs should already have a Club Protection Officer as they are required where the Club has any involvement in Youth Programs) A Club Protection Officer is not allowed to participate in any Youth Programs nor is he/she allowed to be a host parent or student Mentor.

1.2 OBTAINING HOST FAMILIES:

The Host Club has an obligation to arrange suitable host families of good character. Generally three to four host families should be sought for each student per year. It is not necessary to have the names of all the prospective families available when it is decided to host a student, nor is it essential that all the hosts be Rotarians; in fact Clubs are encouraged to seek at least one non-Rotarian family. Excellent sources of these families are those whose children are current or past exchange students abroad. School counsellors and other service organisations are also good resources for host families.

Every host family member over the age of 18 years must complete the Host Family Application (see the WWC Manual) and obtain a Working with Children Card (This is part of the Certification Process). The Host Club must retain the completed Application. The Host Parents and any children living in the home should be interviewed in the home by the Host Club's Youth Exchange representative or Protection Officer and Mentor. Written notes of the interview must be made and retained with the application (see WWC Manual for Assessment forms). *Working with Children Cards* must be applied for by every family member at the age of 18 and over living at the same address as the student. **The WWC card number and expiry date needs to be provided BEFORE the student moves into the home.**

1.2.1 TAFE International Western Australia (TIWA)

TIWA is the educational authority that allows Inbound exchange students to attend school in W.A. **If the exchange program doesn't abide by TIWA's regulations, we may have our registration revoked – ie the exchange program would cease!**

EVERY TIME a student changes host families, we must inform TIWA within 7 days. Not only do we have to provide names, address, email addresses and phone numbers of Host Parents, but we

are required to list *Working with Children* numbers and expiry dates for every person over 18 years of age in the home.

If the Host Family is a single parent with no children in the home, TIWA has extra requirements.

1. The home must be visited by a second member of the Host Rotary Club.
2. The Host Rotary Club must provide two extra support people for the Host Parent, both of whom must have *Working with Children* cards.
3. The Host Rotary Club must provide a letter of support to TIWA, listing the two extra support people.

1.2.2 Tips for locating Host Families

You must NOT specifically identify the student in any advertising for host parents.

Some of the key words for host families are search, retention, and evaluation

- a. Set a time goal for obtaining the host families for the upcoming year. Target setting will cause the committee to not put off the chore but will target its energies toward the goal date.
- b. Develop a working and on-going selection list by compiling possible host family names. Sources for names can be:
 - i. Your Rotary Club members - have each member submit at least two names of families that they recommend for hosting
 - ii. Present host families - have them submit names of families that they would recommend.
 - iii. Obtain selected names of prospective families from each school principal
 - iv. Use a brochure during the search or recruitment (RYE Committee has a brochure available)
 1. It should be colourful, to the point, and easy to read
 2. Ask for testimonials from the past and present host families to be incorporated in the brochure.
 - v. Ask the families of the Club's participants in other youth programs, such as RYPEN, RYLA, 4 Way Test etc
 - vi. Use your Club website to advertise for host families
 - vii. Go and speak to catchment schools about the RYE Program - take an Inbound/Rebound with you.
- c. Invite the past host families to part of the search process by:
 - i. Meeting with possible host families.
 - ii. Visiting interested families on a one-to-one basis.
 - iii. Would the past host families like to host again?

1.3 DOCUMENTATION:

Upon receipt of a suitable application from the District RYE Placement Officer, the Rotary Club must complete the necessary arrangements for schooling and hosting and **return the completed Guarantee Forms** (will be submitted to you in due time), **as quickly as possible**, with the completed endorsements by Club and school, to the District RYE Placement Officer. It is suggested that this task be the responsibility of the Club's Youth Exchange Mentor, and copies be kept in the Host Club files.

ONLY SHARE THE STUDENT'S APPLICATION WITH THOSE WHO NEED THE INFORMATION. The student's privacy is important.

1.4 THE MENTOR & PROTECTION OFFICER:

The Club President or Club Youth Exchange Officer must appoint a suitable person, preferably a Rotarian, **who is the same sex as the student**, to act as Mentor for the incoming student. Because of the role they play in the program, **the Mentor cannot be a host parent**.

The Club must have a Protection Officer in order to participate in any of Rotary's youth programs. This officer is not to be involved in any of the Club's or District's youth programs. Further and more accurate information about this position can be found in the District's *Working with Children (WWC) Manual*.

1.5 STUDENT ARRIVAL DATES:

All D9455 Inbounds are asked to arrive in the second week of the July school holidays. The Club should ensure that they are advised as early as possible of their student's proposed date and time of arrival.

1.6 MONTHLY ALLOWANCE:

The Host Club shall provide the student with a regular monthly allowance along the lines recommended by the District RYE Committee. (The RYE District has set AUS\$130.00 minimum) **This allowance should be paid at the beginning of every month starting with the date of arrival.** Being late with payment may place the student in the embarrassing position of having to ask for it. Usually it is Direct Deposited into the student's bank account.

1.7 EMERGENCY FUND:

The student is required to bring with them, some additional money to establish an emergency fund; the amount of this fund will be recommended by the District RYE Committee from time to time, currently AUD\$500. This is an emergency fund to cover emergency medical or similar needs, and must be replenished by the natural parents as it is depleted. The funds should be placed with Club funds and recorded as a liability on the Club's Balance Sheet, to be repaid at the completion of the year. The student should be issued with a receipt for the funds.

1.8 SCHOOLING:

Some students will have completed their high school education just prior to coming on the exchange. Those who have done so and are enrolled in a standard course of study may experience boredom and frustration at school; therefore it is recommended that they follow a course of study which involves subjects and projects not normally available to them in their home country. **It is expected that students take all tests and examinations.**

Students are to be enrolled in school from 1st August until 30th June (or the last Friday in June). The reason for this is that the education authorities (TIWA) demand the program be reciprocal with our Outbounds ie. no cost to the Government. TIWA counts one day in a new month as a full month, hence the need to commence and finish on the dates specified.

Host Clubs are not permitted to enrol students in a college or university, even if they are requested to do so by the student's family. ***The Youth Exchange Program is a high school***

program and high school attendance is a prerequisite to selection, and issuance of the student's visa. Wherever possible, all school fees should be paid from the Club's account. Schools should be requested to mail/email all report cards to the Mentor.

1.9 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 Families. Discuss this with the student and Mentor.

1.10 SOCIAL MEDIA:

It is important to safeguard the privacy of the students. District 9455 RYE 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.**

1.11 ROTARY FUNCTIONS:

Attendance at some Rotary functions is mandatory. Among these at the District level will be, 1st Briefing for Inbound Students in July, the Quindanning Weekend and the Annual District Conference. **Attendance at all District functions is mandatory.** Among these at the Club level include club meetings, fellowship functions and fundraisers. These Rotary functions take precedence over all other arrangements; therefore **students are not permitted to make personal plans which conflict with these functions.**

1.12 COMMUNICATIONS:

The success or failure of a student exchange often hinges on communication between the student, Mentor and the Host Rotary Club. All too often students feel that the Mentor or Rotary Club has little or no interest in them with everything being left to the host families. ***It is absolutely essential that regular and friendly contact be maintained between the student and the host club and Mentor*** so that the student is given a feeling of belonging in the community and of being a part of an exciting experience in international understanding. Clubs who can achieve this will reap rich rewards from the program. The Club should maintain lasting contact with the student and his/her parents for many years after the exchange. Herein lies the real value of the Youth Exchange Program.

1.13 COSTS:

In addition to the monthly allowance, the Club is expected to cover the costs (including travel) for the attendance of the student at all Rotary Club functions.

The Club is responsible for paying general school fees and school uniform. If a student chooses "out of the ordinary" subjects which have extra costs, the natural parents/guardian are responsible for these costs. School camps/excursions are also the responsibility of the natural parents/guardian.

1.14 PROBLEM STUDENTS:

If problems arise with a student that cannot be resolved at Club level, advice should be sought promptly and early from the District RYE Placement Officer or Chair. All instances should be reported, so the sponsoring district is not surprised by an announcement that the student is being sent home. Problems can be averted by early intervention of inappropriate behaviour patterns.

A club cannot return a student home without the express consent of the District RYE Chair and the District Governor.

Clubs should not draw comparisons between previous and current students.

See Appendix 7: Issues and Problem Resolution Procedures. This document outlines the appropriate procedure to follow to address the issues.

1.15 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

Abuse and Harassment claim or allegation

Since this is such a sensitive matter, the following is as published in the students' manual:

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.

2.0 GUIDELINES FOR STUDENT MENTORS:

2.1 CHOICE OF MENTOR:

The appointed Mentors should be genuinely interested in youth and the Youth Exchange Program and willing to devote the time and energy necessary. They must be the same sex as the student, but not necessarily a Rotarian. They should be able to relate to young people easily so that they can gain the student's confidence and respect and be in a position to assist and advise them. They should fully understand their responsibilities and have the time to attend to them. Because of the role they play in the program, the Mentors must not be host parents.

2.2 DUTIES OF A MENTOR - INBOUND STUDENTS:

1. Ensure suitable host families are arranged.
2. Establish contact with both the student and their parents and give them some information to assist in their final preparations including the names of host families, if known, climate, and clothing requirements. During the first week or two of a student's stay in the country it is preferable that the student stay with the Mentor. If this is not possible, the Mentor must set aside as much time as possible to spend with the student so mutual respect and confidence can be achieved. It is extremely important that the Mentor establishes a relationship with the student, so that when a problem arises it can be discussed in an open and frank manner.

On the student's arrival in the country, the Mentor must:

3. Ensure that the student's insurance policies are in order and preferably keep an electronic copy.
4. Ensure that the student's return airline tickets, passport and visa are in order and ensure they are valid until the planned departure date. These details should be forwarded to the current District RYE Placement Officer.
5. Ensure that the student has brought the required emergency fund and open the necessary bank accounts for the student. Discuss with the student the anticipated expenses for the year and who pays for each.
6. Arrange the method and dates for payment of the allowance for the student.
7. Ensure that the student advises their safe arrival to their parents back home.
8. Review in detail the rules regarding the exchange, and what is expected of the student through the year.
9. Enrol the student in school and assist in the selection of classes with the assistance of the school Mentor.
10. Arrange for Club members and Host Parents to meet and welcome the student on arrival.

During the Exchange the mentor should:

11. Ensure the student has and sends thank you cards or emails to people who invite the student to special activities and events.
12. Ensure the student receives timely information regarding the District's outings and events, and other activities.
13. Liaise with host families so that they and the student will know well in advance when a move to the next home is due.
14. Liaise with the Club President and the Club Committee Chairman so that the student can be included in Club programs as a guest speaker.

15. Ensure that the student attends Rotary meetings as a Club guest weekly, or on a regular basis, and is invited to special occasions. Many clubs involve the students in club meetings and service projects which strengthens their feeling of belonging and often affords visitors the opportunity of seeing and hearing the students.
16. Encourage the student to join school clubs, sporting clubs, youth or church organisations.
17. Promote interest among as many Club members as possible to host the student for a meal, overnight stay, outing or holiday. Some clubs prepare a hosting roster, or "Godparent Program", for members' participation whereby a different member hosts the student for some event each week.
18. Create opportunities for the student to address other Rotary clubs, organizations, schools and community groups and to supervise the speaking arrangements by assisting the student where necessary.
19. Ensure that a meaningful program of activities is arranged for the student; lack of adequate planning is an adverse reflection on the Club and could be misinterpreted by the student as disinterest and a lack of purpose, which undermines the main objectives of the Youth Exchange Program.
20. Remember the student's birthday and celebrate it appropriately. Ensure the student has the opportunity to celebrate Christmas, Easter, Jewish, or other holidays of their religion.
21. Maintain contact with the student's natural parents and Sponsoring Club through letters/emails reporting on the student's progress and activities.
22. Arrange an appropriate farewell function at the end of the exchange period.
23. Arrange regular meetings with the student during the whole period of the student's stay. Make periodic calls to host parents and the principal or school Mentor to ascertain that there are no problems.
24. Ensure that the monthly or quarterly reports to the sponsoring and host district are being submitted timely.
25. Review the "Questionnaire for First Night with New Host Family" form (see Appendix 1) with the student before each move into a new host family. Review the form with each host family. Complete the "Mentor/Club Youth Director & Host Parent Briefing Acknowledgement" form (see Appendix 5), which acknowledges that Host Parents have read the *Host Parent Manual* and have been briefed by the student's Mentor or Club Youth Director. **This form will need to be completed for each new host family.** The completed form will need to be sent to the student's RYE Placement Officer.
26. Become thoroughly familiar with the rules of the RYE Program so that they can, in discussion with the student, ensure that the student understands and abides by these rules.
27. Ensure that any planned travel is organised and approved according to the Inbound "Travel Policy".
28. Before the emergency fund is released to the student at the end of the exchange, the Mentor should ascertain that all debts to medical practitioners, host parents, the school and the District have been settled.

2.3 PROBLEMS:

It sometimes happens that the Mentor and the student cannot get along. If this happens then the Mentor should stand down in favor of another Mentor, where there can be a happier relationship. The Mentor should not take this as an indication of their inefficiency as there can be times when personalities clash for no apparent reason.

It is important to have a list of the "gripes" by the student and by the host families. If the "gripes" are listed one-by-one, and not allowed to fester, you may discuss these with the student or the family and with a little understanding and explanation on the part of all concerned, the situation can usually be resolved. But, students do not learn what they are doing wrong by receiving the "silent treatment". What they are doing wrong may be perfectly acceptable in their country and totally unacceptable here. It is important that they know what is wrong and **WHY!**

Not all students are exchange material, and not all homes are good host homes. In the event that the student is the root of the challenge, the District RYE Chair may write or call their sponsoring chairman and ask for assistance in helping the student to understand the problem. In no instance should we consider sending a student home without first notifying his chairman, giving details of the problem, and giving the chairman enough time to try to effect a solution. For that reason, we want reports early about challenges, your evaluation as to whether it can be handled at the Club level, whether or not intervention by this District's RYE Committee might be effective, at what time do we notify the sending chairman to ask for his help, and at what time do we terminate the exchange.

The Club is not under an obligation to attempt to salvage an exchange where there is an outright violation of law such as using or trafficking in drugs, driving a motor vehicle, or theft. Nor is there any such obligation in the instance of sexual activity. In the instance of alcohol consumption or smoking, you have some discretionary alternatives, depending on the circumstance. A second drinking offence should be treated as an outright violation of the law. Smoking or alcohol consumption may have been legal in the country the student came from, but they are not "legal" here, nor are they appropriate here.

Loaning money to an exchange student is highly discouraged. Advise your host families that they are not ever to loan money to students. If a loan is necessary, it should come from the Club or the District RYE Committee. Clubs should not loan money unless they are willing to lose it. The District RYE Committee will not loan money except in the most unusual circumstances, and only if we know that we have avenues open for collection. In instances where it is difficult to get money out of the country, the District RYE Committee is sometimes able to set up a money exchange between the family of an Inbound student and one of our students in that country.

It is imperative that the Mentor should be fully aware of the vital role they play in the program and their contribution to its success. They must keep the lines of communication open; keep Club members involved in overseeing and guiding the activities of the student, and initiating changes and controls where necessary.

Also see Appendix 7: Issues and Problem Resolution Procedures

3.0 ROTARY YOUTH EXCHANGE RULES:

In addition to Club and District rules, Rotary International has set forth the following expectations:

- Follow the local laws and customs in the host country.
- Follow the host district and club rules.
- Follow the host family's rules, such as curfews and household chores.
- Do not drive or operate a motorized vehicle of any kind.

If a student disobeys agreed-upon rules or an insurmountable problem arises, the host district may decide that it is in the student's best interest to return home early.

3.1 HOST DISTRICT RULES

In addition to the Rotary International rules set out above, the Host District RYE Committee may have local rules (e.g. alcohol, smoking, attendance at Rotary functions, reports, travel etc.) to which the student will be bound. (see Appendix 3 for your DISTRICT RYE rules)

3.2 ROTARY REQUIREMENTS

The WA District RYE Committee might require hosted students to attend and assist at various Briefing and Orientation seminars for potential Outbound exchange students. Most Districts also request their hosted student to be present at the annual District Conference. The Host Club has the responsibility of encouraging the student to attend these compulsory functions:

- Inbound/Outbound Briefing in July
- Quindanning Farmstay in September
- District Conference

3.3 REPORTS

Students are required to submit regular written reports to the District RYE Committee. The District RYE Committee will determine the frequency of the reports. Currently Inbounds are required to complete monthly reports via email. These reports are in addition to those required by the Sponsor District.

3.4 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 RYE Committee Placement Officer.

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

3.5 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 RYE 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 wellbeing, 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.

3.6 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:

- a. Non-motorised glider
- b. Motorised glider
- c. Ultra light aeroplane (any type)
- d. Hang glider (any type)
- e. 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:

- a. Parachute jumping
- b. Skydiving
- c. Bungee jumping

3.7 STUDENT INSURANCE

All hosted students accepted into the RYE program must be provided with Travel Insurance to cover the risks of:

- a. personal accident injury and/or death
- b. funeral expenses
- c. medical expenses
- d. hospitalisation
- e. travel
- f. loss of personal belongings
- g. personal liability

Rotary International Guidelines state that students must have not less than US\$10,000 or equivalent medical expense cover, nor less than US\$8,000 or equivalent accidental death or dismemberment insurance cover.

They should also be adequately and correctly insured for Overseas Student Health Cover (OSHC), which gives the equivalent of Medicare Cover (Students from Norway, Sweden and Belgium may be exempt due to reciprocal agreements with the Australian Government)

Their RYE Placement Officer will ensure all this is in place before they arrive, but their Mentor should be familiar with it.

ALSO ADVISE HOST PARENTS to take the student to a General Practitioner FIRST for treatment where possible - not a hospital.

3.8 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, the continuous "bombardment" of a strange language leads to mental exhaustion; frustration may set in due to the inability to communicate adequately. All this leads the student 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.

Each student will have his/her 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.

3.9 THE ROLE AS AMBASSADOR

Whilst in Australia, the student is an ambassador for his/her own country and for Rotary, **this is one of the main purposes of the exchange.** Rotary expects high standard of behaviour from the student, morally and ethically, so that people will form a good impression of the student's country and of the RYE Program.

3.9.1. Public Speaking

A hosted student is 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.

To assist with addresses, a student should bring from home some good colour slides. These should be pictures of parents, family, pets, and home; local community area as well as a cross section of their country (scenes, fauna & flora)

3.9.2. Be a joiner

To gain the maximum benefit from the year abroad, a student should take an active part in the host community. The student 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. **Students should not confine their friendships mainly to other Exchange Students.**

3.9.3. 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.

3.9.4. Interviews

When interviewed by the media, a host student should always have his/her 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.

3.10 RETURNING HOME AT END OF EXCHANGE

A student will not be allowed to remain in Australia upon conclusion of the exchange period. The student will travel direct to home with no stopovers, however, the student's natural parents may authorise otherwise provided they accept full responsibility for the safety of the student 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. However this date is often not accurate and the Placement Coordinator will arrange the departure date. Any changes to the return date once the date has been set are a cost to the student. It is essential that this date be first confirmed through the Host District RYE Committee or the student's Mentor at least three months before return, and reconfirmed at least three days prior to actual departure time.

Upon returning home, a student 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 RYE Committee.

3.11 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 the hosted student has a wonderful year in Australia.

4.0 SUMMARY OF CLUB RESPONSIBILITIES:

The Club's responsibilities are briefly summarised below and include the items already mentioned. The student's Mentor will carry out most of the actions listed below.

4.1 PRIOR TO THE STUDENT'S ARRIVAL

1. Liaise with District RYE Committee to determine student details, e.g. nationality, sex, age, date of arrival, etc.
2. Secure sufficient host families
3. Complete District documentation (e.g. Student Guarantee Form, Club Certification Compliance Forms 1 and 2, AASES form) and return to District.
4. Establish contact with the student and his/her natural parents, so as to assist them in their preparation for the year ahead. Encourage the host families to do likewise.
5. Arrange enrolment of the student at the secondary school nominated by the Club. Discuss form levels and subjects with the school principal.
6. Brief host families on their responsibilities; obtain assistance from District RYE Committee if necessary
7. Arrange for Club members to meet and welcome the student on arrival and to advise the natural parents of safe arrival.

4.2 UPON ARRIVAL

1. If possible, student to spend the first week with Mentor and family, otherwise ensure student is properly settled in with the first host family and for Mentor to make frequent visits so as to establish a good relationship with the student.
2. Arrange a meeting within 7 days of a student moving into a new home, and ensure that all parties are aware of the cultural differences that may occur and go through the 1st night questionnaire.
3. Arrange a get-together for the student to meet all the host families.

4. Liaise with host families so that they and the student know well in advance when a move to the next home is due.
5. Medical Insurance: ensure student has details of Medical Insurance (check with District RYE Placement Officer)
6. Student Finances: Open student's Emergency bank account and personal account. Ensure Club payment of monthly allowance, preferable by direct transfer to the student's personal account on the first day of each month.
7. Schooling:
 - a. Arrange starting date with the principal: check subjects.
 - b. Accompany student to school on the first day.
 - c. Arrange for school uniform (if necessary)
 - d. Advise student of travel arrangements, obtain bus/rail pass

4.3 DURING THE EXCHANGE

1. Club involvement
 - a. Arrange for student to address Club
 - b. Invite student to attend all Club meetings
 - c. Ensure a MEANINGFUL program of activities is arranged for the student: foster a feeling of belonging
 - d. Prepare and monitor a visitation roster thus ensuring a wide Club involvement with the student
 - e. Remember to celebrate the student's birthday and other important dates.
 - f. Encourage student to contribute to the 'Bulletin' or Club Facebook page
 - g. Create opportunities for the student to address community groups
2. Schooling: Maintain liaison with the school to monitor student's progress. Encourage school to use student on speaking assignments.
3. District: Club to maintain liaison with District RYE Committee. Complete all the required forms in a timely manner. Ensure student attends District RYE briefing seminars and District Conference.
4. Overseas: Maintain contact with the student's natural parents and Sponsor Club. Provide regular progress reports on the student.

4.4 PROBLEMS & EARLY RETURN HOME

Where a host student is experiencing major problems with his/her exchange and attempts by the Club, Mentor and Host Parents to resolve the matters have not been successful, the Club should approach the District RYE Placement Officer for assistance and guidance.

Unless for compassionate reasons, repatriation of a hosted student should be considered only as a last resort and after all other avenues to save the exchange have been explored by both the Host Club and the District RYE Committee.

If there is any likelihood of repatriation, the Host District RYE Chair should immediately advise full details to the District Governor.

A Host Club should not by itself terminate an Exchange - this decision should be made in consultation with the District RYE Chair and the District Governor.

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

5.0 CHECKLIST FOR MENTORS FOR INBOUND STUDENTS

Mentors are very special people in the year of an Inbound exchange student. The role played by a Mentor in supporting, guiding and putting boundaries on the student's activities should be considered before agreeing to take on the responsibility.

Mentors need time, patience and effective listening and communication skills. There are many rewards for supporting the student by providing them with respect and discipline and being a fair and consistent member during the year of exchange.

As a Mentor you should

- be a guardian angel
- be a friend, confidant, disciplinarian, mentor and guide
- be able to say "no" when appropriate
- inform the Club through the relevant Service Director (Youth, International or New Generations) of any issues affecting the student or host families
- make meaningful personal contact with the student at least weekly
- be there when needed to share both the highs and lows of the exchange
- act as a support for health, medical and insurance requirements
- advise dates and support the student in changing families
- guide, advise and support the host families (especially non Rotarian families) with their hosting responsibilities and where needed, to support the family, club or school in disciplining the student
- be a fair and reliable financial manager
- act as a conduit between student and district youth exchange committee
- be the Rotary representative and link between student, Club, school activities, District RYE committee briefing sessions, District Conference attendance
- "be there" for the student
- support the student in having "the best year of their life", whilst at the same time respecting the contribution of others towards their year.

Every Club and Mentor sees the role of the Mentor differently. Mentors are required to attend the briefing session offered by the District RYE Committee shortly before the arrival of the student to gain an overview of what is expected of them and their student during the year of exchange.

The following is a checklist of suggestions to assist the Mentor. The Mentor is encouraged to contact the appropriate District RYE person at any time to discuss issues that might arise with the student and how to manage them, preferably before small issues become major.

5.1 PRIOR TO ARRIVAL

- encourage host families to make contact
- get to "know" the student through their application papers
- liaise with the relevant District RYE Committee member regarding arrival times
- make contact with the student and send information and photos about the
 - Rotary Club and commitments
 - The school

- Assist the relevant Club Service Director in planning the student's year and liaising with the school
- Encourage host families and Club members to greet the student at the airport
- Familiarise yourself with the guidelines and rules for exchange students in the Western Australian Districts

5.2 ARRIVAL

- Greet the student on arrival at the airport - bring a banner, sign, balloons or something to make the occasion a memorable one
- Ensure that host families and Club members are at the airport to greet the student

5.3 POST ARRIVAL

- Some Clubs place the student with the Mentor for a few days to a few weeks to establish a relationship that will be built on during the year - the choice to do this and for what period rests with the Club
- Support the student in settling in with their host family - if necessary assist with the questions for newly arrived students - a list is provided in the arrival envelope
- Assist the student in establishing a personal account for the student's own use
- Collect and make arrangements for the Club to safeguard the Emergency Money
- Assist the Host Family with enrolment at school
- Ensure that the student attends the District briefing session for newly arrived exchange student

5.4 PERSONAL

- Contact the student at least weekly to see how they are getting on - **listen**
- Enquire about the student's "fun" experiences
- Support the student in resolving any difficult situations
- Support the student with financial matters
- Celebrate special dates and occasions
 - Birthday, suggest the club gives a gift
 - Home country national day
 - Religious days
- Assist the student with contact with their natural family (discourage too many telephone calls and emails during the first weeks of exchange)
- Assist the student with access to hobbies and interest e.g. Music lessons, sport
- Contact the student's parents to advise of progress

5.5 ROTARY CLUB

- Ensure attendance at meetings and other Club events
- Arrange for the student to make presentations at meetings
- Involve the student in meeting activities such as collecting fines, being host, handing out badges, introducing themselves and giving a brief outline of the week's activities.
- Ensure members interact with the student

- Ensure the student receives the pocket money (recommended minimum \$130 per month)
- Encourage Club members to spend time with the student - some suggestions
 - A roster of members for the student to dine with each week
 - Weekend outing roster with all members

5.6 ROTARY DISTRICT REQUIRED EVENTS

- Exchange students are required to attend:
 - District Conference
 - Inbound Student briefing
 - Inbound Farewell event
 - Other events may be arranged and the District will advise

5.7 HOST FAMILIES

- Support the families in involving the student in the family - it should be noted the student is **not** to be treated as a guest, but should become a "member of the family"
- Encourage families to use the same rules for the student as for their own children and support them in saying "no" when appropriate
- Arrange the dates for family changes and prepare the student for these changes - **listen**
- Encourage Club members to take the student for weekends and give the host families an occasional break

5.8 SCHOOL

- Assist the student with school matters. **Attendance at school is a requirement of Rotary exchange and visa condition**
- **It is expected that students take all tests and examinations.**
 - Enrolment and fees, paying particular attention to the Acceptance Advice for Secondary Exchange Students (AASES).
 - **Enrol student from 1 August until 30 June (or last Friday in June)**
 - Uniform
 - Books
 - Making friends
 - Giving presentations
 - Extracurricular activities
- Act as liaison person with the school and check student's attendance, involvement in school activities and progress with school work

5.9 TRIPS AND TRAVEL

- Be aware of the student's whereabouts **at all times**, when they are away from their host family in case it is necessary to contact them for an emergency with their natural family
- Where the student is travelling follow the WA District protocols and provide required documents to the District RYE Placement Officer **at least one week** prior to the proposed travel date to seek permission for the travel (Appendix 2)
- NW Safari, Goldfields Tour, Sydney New Year's Eve, Quindanning Weekend

- Liaison with trip organiser where required. (contact District RYE Placement Officer for further information)
- Ensure payment for trip is made as requested
- Arrange equipment e.g. camping and clothing
- Notify organiser of special requirements e.g. Health and dietary
- Ensure student arrives at departure point on time and is collected following the trip

5.10 DEPARTURE

- Three to four months prior to the end of the exchange year contact the District RYE Placement Officer to review travel arrangements for return flight
- Support the student in preparing for the end of the exchange year and the return to their own country and family
- Involve the Club in departure activities and functions - such as a special presentation or gift at a meeting
- Encourage the student to make farewell presentation and thank all involved in the exchange - Club members, host families, school, friends and others
- Close bank accounts and release the \$500 emergency money - make sure the student retains enough to pay excess baggage.
- Encourage Club members and others to farewell the student at the airport
- Ensure that excess baggage is sent at the cheapest rate, possibly prior to departure
- Ensure that the student's baggage complies with the airline requirements (gone are the days of, "you are an exchange student, they will let you through") - Check with the airlines regarding baggage allowance. **Airport requirements are now very strict!**
Please ensure the student checks at least 2 weeks prior to departure with their Airline. It is cheaper to mail or send excess luggage with Australia Post or unaccompanied luggage, then having to pay on the day - IT IS THE STUDENT'S RESPONSIBILITY TO ORGANISE THIS EARLY ENOUGH!

(APPENDIX 1)

QUESTIONNAIRE FOR FIRST NIGHT WITH NEW HOST FAMILY

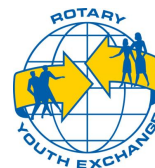
1. What do I call you? Mum, Dad or first name?
2. Do you have any special rules for your own children that apply to me?
3. What am I expected to do daily, other than:
 - a. Make my bed
 - b. Keep my room tidy
 - c. Clean the bathroom after use
4. What is the procedure about dirty clothes? Where do I 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's 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.
 - a. Set the table
 - b. Clear the table
 - c. Wash or dry dishes
 - d. Put everything away after meals
 - e. 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? eg. 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, and do you object to me having wine at the table with you or the occasional 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?
 - a. May my friends phone me?
 - b. What are the rules about local phone calls?
 - c. 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 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. Does Host Mum have any pet hates or dislikes, such as?
 - a. Chewing gum
 - b. Rock or other music
 - c. 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 parent's feelings or rules about transport?
35. How do I get around? Is there a bus route? Do I get a bicycle? Will it be possible to get a lift to and from parties, etc? Will I be collected from the bus stop?
36. What are the rules about going to church?
37. Do you mind me attending my own Church 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 can I go out a week?
40. If I have something bothering me, how would you like me to handle my problem?
 - a. Write a note explaining my problem
 - b. Ask if we can have a heart-to-heart talk to thrash it out.
 - c. Tell my Mentor what bothers me and let him decide what to do.
 - d. 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?
47. Am I responsible to pay my bus fares to school?



(APPENDIX 2)

DISTRICT 9455
TRAVEL APPLICATION FORM -18 Dec 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**

TRAVEL POLICY- 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.

I agree to abide by the rules of this program.

Name of Student _____
(print clearly)

Signed by: Student _____ Date _____

Mother _____ Father _____

(APPENDIX 3) **General Information and Rules for D9455 Inbound Students** – 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)

WHAT YOUR CLUB MEMBERS CAN DO WITH THE STUDENTS

Adventure World	Margaret River
AFL game	Maritime Museum
Agricultural College	Merino Stud and Shearing demonstration
Albany	Metro Markets
Alcoa - Tiwest CBH	Midland Brick
Alpaca Farm	Mt Charlotte
Araluen	Mundaring Weir
Austral Shipbuilding	Muresk Ag Tour
Bell Tower	Ocean Fast Shipbuilders
Broad Arrow	O'Connor Museum (Weir Pump No 1)
Carnac Island	Pemberton
Casino Tour	Penguin Island
Catchment Areas	Perth City and CBD including Parliament House, Law
Caversham Wildlife Park	Courts, Mint, Police HQ and Academy
Cheese Factory Mandurah	Perth Glory Game
City Beaches	Perth Zoo
Cohuna Wildlife Park	Peters Ice Cream
Communications (TV Station)	River Cruise
Cricket	Pinnacles
Curtin University	Port Authority
Dairy Farm	Rottenest Island
DOLA Midland	SAS Campbell Barracks
Elizabethan Village/Brewery	St John of God Hospital Murdoch
Emu & Reptile Farm	School of the Air and RFDS
Farming and Rural Lifestyle	Shark Bay
Federal Police Tour	Super Pit
Flour Mill	Supreme Court Gardens
Food-bank	Swan Brewery
Fremantle Art Centre	Swan Valley Chocolate Factory
Fremantle Harbour & Town Centre	Swan Valley Winery Tour
Fremantle Prison	Technology Park
Gliding Club	Trots
Gold Smelter	Tumbelgum Farm
Guildford Grammar	Underwater World (AQUA) and Hillarys Boat
Kalamunda Historical Village	Harbour
Kalgoorlie - Town Tour and Mining Lifestyle	Volunteer Bush Fire Brigade
Kambalda Nickel Mine	Wave Rock
Kings Park and River	WA Newspapers
Kwinana and Garden Island	Westfield Carousel
Land Care	Whale watching
Livingstone Foundation	Wheat Silo
Mandurah and Dawesville Cut - Crabbing	York town-ship and Motor Museum

Some of the clubs have this beautiful system to get the student out every weekend with a different Club Member. Or having a fixed day a week, when the student is going to Dinner at another Club member's house - e.g. have a Roster!

This list was established with the help of the GSE Committee and the Rotary Club of Belmont.

For making our job so much easier many thanks to both.

(APPENDIX 5)

DISTRICT 9455 RYE
MENTOR/CLUB YOUTH DIRECTOR & HOST PARENT BRIEFING
ACKNOWLEDGEMENT FORM 10 December 2018

District 9455 Rotary Youth Exchange Committee is certified as a Youth Exchange organisation with *Rotary International* and *TAFE International Western Australia (TIWA)*. This certification has certain requirements which we must abide by; otherwise our certification can be rescinded. ie. We will not be able to conduct the RYE Program.

One of the requirements is verifiable proof that Mentors and Host Parents are suitably briefed regarding their roles and responsibilities with the Inbound exchange student being hosted.

We, the undersigned **Host Parent/s** acknowledge that we have read and understood the requirements of Host Parents, as set out in the "District 9455 Rotary Youth Exchange Host Parents' Manual".

We also acknowledge that we have been briefed by the Mentor/Club Youth Director, and understand our obligations and responsibilities with regard to being Host Parents to:

_____ (Student's name)

Host Parent/s names: _____

Host Parent/s signature: _____

Address: _____ Date: _____

I, the undersigned **Mentor/Club Youth Director** acknowledge that I have read and understood the requirements of Host Parents & Mentor, as set out in the "District 9455 Rotary Youth Exchange Host Parents' Manual" and "District 9455 Rotary Youth Exchange Student Mentor Manual".

I also acknowledge that I have briefed the Host Parent/s, and understand my obligations and responsibilities with regard to being a Mentor for our Club's Inbound student.

Mentor/Club Youth Director name: _____

Mentor/Club Youth Director signature: _____

Rotary Club: _____ Date: _____

Please email completed form to RYE Placement Officer within the first week of student moving to the Host Family



District 9455 Western Australia

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.

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

