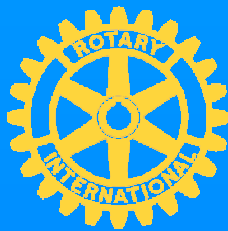


Rotary
D9670



**New
Generations
Service
Exchange**

Handbook

*A guide for exchange candidates in
Rotary District 9670 NSW Australia*

2nd Edition, February 2017

New Generations Service Exchange ~ D9670

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 1st Edition released March 2014

Three months will pass you by before you know it.
 Plan your schedule with respect and gratitude.
 This is a vocational / humanitarian experience not to be missed.
 Enjoy every opportunity!

New Generations Service Exchange ~ D9670

1 WHAT'S IT ALL ABOUT ... opportunity PLUS

History

The New Generations Service Exchange (NGSE) program became a fully accredited Rotary International youth exchange program on 1 July 2014. Prior to this, the program had been operating as a pilot and began in District 9670 in 2010.

Objective

The objective of NGSE is to create goodwill and international understanding through vocational / humanitarian and cultural appreciation, either as an individual or a team. This supports the ideals of Rotary International.

The purpose of this handbook is to provide information to ensure candidates are aware of their rights, responsibilities, and obligations; and that their exchange is successful, rewarding, and memorable.

Introduction

Rotary District 9670 (D9670), at this stage, has chosen to concentrate only on individual exchanges including a cultural appreciation and understanding. If you are purely interested in a cultural element, then NGSE **is not** for you. NGSE **is not** a holiday. An aptitude for language is highly regarded if intending to go to a non-English speaking country. Any additional tuition is at the candidate's cost.

NGSE is a serious, well-planned stay in a foreign country, living with one or more screened and approved host families, during which time you will receive work placement/s related to your education and preferred career path ie the experience is work / career related and without pay, and during normal daytime work hours. An exception, for example, may be in the hospitality industry where some evening hours are considered normal. Your commitment to your work place provider is expected to be 100%. Outside of work hours, the time is yours to experience and explore the country you are visiting. Your host Rotary Club and host family may assist you. However, you are expected to respect the hospitality afforded you, and to join in with your hosting family arrangements, and any Rotary activities.

D9670 NGSE outbound candidates receive an orientation prior to exchange. Inbound candidates are given an orientation by their hosting D9670 Committee and / or their hosting Rotary Club.

Upon return from your exchange, you will be asked by your sponsor Rotary Club to make a presentation on your overseas experiences. You will also be required to provide a written report to the D9670 NGSE Program Committee. This will formally conclude the exchange period.

Who can participate?

The program suits young adults who have commenced their further education, cadetship, apprenticeship, or who may have already commenced working.

Candidates will be of the full legal age in the host country but not be younger than 18 years and not older than 30 years at time of departure. Rotaract members and relatives of Rotarian members are eligible and encouraged to apply.

Exchange duration

NGSE can vary in length, usually a minimum of six weeks to a maximum of three months. This is subject to acceptance by both D9670 and the hosting / sponsor overseas Rotary Club based on meeting the objectives of the program. Candidates can depart at any time of the year depending on agreement with the host Rotary Club.

The candidate may choose to undertake independent travel at the commencement or completion of the hosting period. Any extended independent travel is the full responsibility of the candidate and must be outside the Rotary hosting period. If this is intended, then the travel arrangements must be fully discussed with the NGSE Chairperson at the time of application. Visa requirements must not be breached.

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Purpose of this Handbook

Outbound candidates: This Handbook contains information to assist and inform outbound candidates from D9670. Additional information will be available once an application has been assessed and accepted as there will be country specific information similar to this Handbook relative to the proposed hosting country and Rotary District.

Inbound candidates: This Handbook will provide as much information as possible to inform and assist. *The D9670 team welcomes you to Australia and encourages further enquiry as required.*

D9670 coastal reach is two hours drive north of NSW's capital city, Sydney, and extends some 1,000 kms inland to the west covering rural and remote areas. The eastern part of the district is typically known as the Hunter Region, and to the west, is typically known as Dubbo and outer western NSW.

Check out our website for all you need to know about D9670: <http://www.rotary9670.org.au>

Terminology

In the *context* of this Handbook, the following stakeholders make up the NGSE Program:

- **D9670** ~ means the Committee Chairperson appointed to oversee the NGSE program on behalf of the District Governor
- **Rotarian** ~ means a person who is a financial member and in good standing of a Rotary Club
- **Candidate (outbound or inbound)** ~ means the person undertaking the NGSE program (can also refer to "applicant" or "participant")
- **Host Rotary Club** ~ means the Rotary Club who will host the candidate, including arrangements for accommodation and work placements
- **Host family or host parent** ~ means the family unit and are taken to have the same meaning (the host family unit, screened and approved, can be Rotarian or non-Rotarian)
- **Sponsor Rotary Club** ~ means the Rotary Club who will support the candidate's application
- **Club Liaison Officer (CLO) or Counsellor** ~ have the same meaning and is a person appointed by the host Rotary Club to liaise with and support the candidate during the exchange and should be independent of the host family – a CLO or Counsellor is also appointed by the sponsor Rotary Club as a link to Rotary in the candidate's home country – some hosting Rotary Clubs may prefer to have two CLO's ie one taking care of the candidate's wellbeing, and one for mentoring and liaising with the work place provider

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2 THE NGSE EXPERIENCE *and* “FAIR WORK AUSTRALIA”

This information is in addition to that already covered in the Introduction and is an expansion of the document, “Information for Candidates”.

OK, the “deal is” ...

... the “work” stuff ...

The NGSE is an exchange program and designed to enhance the candidate’s knowledge in either the same or similar field to their chosen career path, in another country. While in their host country, candidates will spend time participating and observing in a local business or profession for between six and 12 weeks. The candidate should note that more than one work placement during the exchange is possible and this should be accepted in good faith as a broadening of the work experience being offered.

Work experience is unpaid employment, and therefore, depending on the nature of the vocation, some limitations may apply to the level of involvement by the candidate. The work place provider has a duty of care to paid and unpaid employees, and a duty of care to their business with regard to risk. However, the work place provider shall attempt to expose the candidate to as much measurable benefit as is possible within the boundaries of Fair Work Australia laws and visa requirements. For Australians overseas, we must also be aware of limitations imposed by the work place laws and visa requirements of the hosting country.

The candidate is unable to accept wages or other remuneration including in-kind benefits and gratuities. Financial contracts of employment are unacceptable and the candidate **is not** permitted to engage in this form of employment. Contracts are governed by legislation and impose certain obligations on work place providers which are inconsistent with the purpose and intent of the NGSE program. Paid employment during the work placement may contravene visa conditions and necessitate the annulment of the exchange. If the candidate is at any time unsure of an work place provider’s intentions, they should immediately discuss this with their hosting CLO or NGSE Chairperson. The work place provider receives no financial benefit from providing the work placement. Travel arrangements to and from the work place are arranged by the hosting Rotary Club / hosting family, however, it is the candidate’s responsibility to ensure they arrive at the work place on time, and return home again.

At the time of commencement of work placement, the candidate and the work place provider should discuss possible and achievable outcomes. The candidate may also at this time, request to have a Statement of Attainment / Achievement provided to them at the completion of the placement to verify their experience and which would be suitable for inclusion in the candidate’s curriculum vitae. The candidate is expected to give 100% positive participation and attendance to the work place provider. The daily hours of placement should be consistent with other employees of the business unless otherwise agreed to in discussion with the NGSE Chairperson.

Should a work place provider offer paid employment at the **conclusion** of the exchange, it is the candidate’s decision to either accept or decline the offer. If accepted, the candidate will have the required level of insurance cover, not breach visa requirements, and living / transport costs will be the responsibility of the candidate.

... the “real deal” under Fair Work Australia ...

Fair Work Australia is the Australian Government legal entity that administers, interprets and controls work place law in Australia. You can access all the information from the Fair Work Ombudsman’s web page: www.fairwork.gov.au **Tip:** Enter “volunteer” in the search field.

In short, the “rules” are:

- The candidate is a work experience person / volunteer and is therefore not paid a wage

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- The placement is authorised under a law or administrative arrangement of the Commonwealth, a State, or Territory Government of Australia; or the host country

The work experience placement is convened principally for the benefit of the candidate. The NGSE Program can only be successful where all candidates observe the employment laws of the participating countries where they are placed.

... a safe working environment ...

Everyone has the right to feel safe and to be safe, in the work place. Australia has strict legislation to protect work place providers and employees in the work environment and there are laws, policies, and procedures in place for protection; and the candidate is required to abide by these. A work place provider has a duty of care to provide a safe working environment for their employees. Australian workers / volunteers are protected in the work place for accident / injury by the Work Health and Safety Act 2011. More information is available from the website:

<https://www.legislation.gov.au/Details/C2016C00451>

On commencement of the work place experience, the candidate should expect to have a site induction which will cover personal wellbeing and personal safety. If personal protective equipment (PPE) is required, it is reasonable to expect the work place provider to provide this. The type of PPE required will depend on the type of work being undertaking. However, should the work place provider not be willing / unable to do so, you should discuss this with your CLO and not undertake the required duties until you have the correct PPE. Failure to have the correct PPE may result in an insurance claim for accident / injury being dismissed.

Examples of PPE may include, but are not limited to:

- Wide brim hat, sunglasses and sunscreen if working outdoors
- Hi viz vest / Shirt
- Helmet
- Goggles
- Ear muffs
- Mask
- Gloves
- Appropriate footwear
- Overalls / Apron
- Wet weather gear if working outdoors
- Office furniture with appropriate ergonomic features
- Appropriate meal breaks

Refer to Section 3 ... Be Streetwise ~ your personal safety, protection and wellbeing

... the insurance stuff ...

An appropriate level of insurance is a mandatory requirement of Rotary International by the candidate to cover medical, dental, travel, and liability. D9670 can provide two alternatives of cover for outbound candidates:

- D9670 can provide free of charge cover to the candidate for up to 90 days
- D9670 can provide cover, for a fee, through AON Rotary Australia policy which is available for your period of travel ~ it is available on an annual, weekly, or pro-rata basis

Alternatively, the candidate may purchase their own policy independent of Rotary, however, the candidate should discuss this with the NGSE Chairperson prior to purchase to ensure the intended cover is appropriate and acceptable. Evidence will be required and a copy retained by the NGSE Chairperson. If the candidate is unsure of any insurance aspect, they should discuss this with the NGSE Chairperson.

It is recommended that the Travel and Medical Policy has personal liability cover for AUD20m for outbound and inbound candidates. Evidence of a policy is required prior to departure for the exchange.

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... the travel bug ...

Australia is a vast island continent and can be expensive to get around. Major tourist attractions such as Uluru, Kakadu, Great Barrier Reef, Monkey Mia, Great Ocean Road and Sydney Opera House are all widely scattered. Check with the NGSE Chairperson for travel information either pre or post the exchange period.

All interstate or international travel is required to have the approval of the NGSE Chairperson during the time of the exchange and will be taken at the candidate's own expense and risk and not jeopardise the work placement agreement.

... our natural environment ...

Our "island home" is home to many varied kinds of flora and fauna and natives are protected by law. We do have venomous snakes and spiders but we learn to respect their habitat and generally they are rarely seen in urban areas. Our climate is changing and changeable. However, across our district, summer daytime temperatures of 35°C+ are common and you would be well advised to ensure you stay well hydrated and use appropriate sun protection at all times.

Respect our natural environment and you can be rewarded with some exceptional beauty and amazing encounters.

... and the "living" stuff ...

Candidates live with local Rotarian or non-Rotarian hosts who have a genuine interest in the program. The host family is screened and approved under the NSW Working With Children Police Check system and have completed the appropriate "Prohibited Employment Declaration" documentation. This simply means that the host family is cleared of any criminal record.

The candidate is expected to make every effort to "fit in" with their hosts. Since we are all only "human", it is recognised that at times personalities clash. In the event the hosting arrangement is not working, then either or both the host family / candidate should immediately raise the issue with the CLO so that the situation can be rectified.

Responsibilities of the host NGSE Committee include, but are not limited to:

- Arrange one or more host families to provide a safe and secure home environment at no cost to the participant ie board and lodgings are provided
- Provide assistance where necessary in every practical way, including transport to and from the airport
- Arrange non-paid vocational training in the participant's chosen field in a safe environment

Responsibilities of the host Rotary Club include, but are not limited to:

- Provide for a CLO for personal welfare and vocational mentoring
- Invitations to Rotary Club meetings / functions at no charge to the participant
- Ensure the work place provides a written report upon completion

Responsibilities of the host family include, but are not limited to:

- Provide board and lodgings, and friendship
- Provide assistance in every practical way eg provide information on public transport and introductions to people of own age for social interaction
- Introduction and guide to local customs and culture
-

... so, when in Rome ...

It's only natural that when you visit someone in their home, you notice some things in the household are managed a little differently, whether it be in your own locality at home, somewhere else in your country or a neighbouring country, or a land far away. We all have our own way of managing our lifestyle.

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Whatever “lifestyle” you find yourself in while being hosted for this exchange, it is extremely important you are obliging to “fit in” with your host family. Your hosts do not receive any financial support or benefit to have you stay with them and you should be prepared to meet your own costs with outings etc and definitely your own social life. The reward for both parties is, hopefully, a lasting friendship.

Accept the hospitality of your hosts with gratitude, grace and dignity.

When you first arrive to your host family, they will naturally show you where everything is and how their household functions eg work hours, jobs to be done and when, sport, meetings, relaxation etc. Don't ever be afraid to ask questions, or to have something clarified. Some discussion topics which may assist you to settle in include, but are not limited to:

- Household expectations ~ meals and meal times / laundry / room tidiness / feeding pets / recycling garbage etc
- Providing assistance in and around the home ~ garbage bin days / vacuuming etc
- Internet access ~ most homes have wireless internet, so politely ask if you may be able to have access to the code, however, do not abuse the privilege with excessive downloads
- Phone usage ~ most homes in Australia have a landline, however, personal calls should be made on your own mobile phone and it is recommended you purchase a mobile plan and sim card for calls and messaging ~ and please exercise respect in the company of others, particularly at family meal times, with regard to using your own personal device
- Bathroom ~ times and tidiness
- Public transport ~ ask your hosts what services are available and access timetables from the internet
- Social activities eg music, sports etc ~ outside of your work hours and Rotary commitments (should be no cost to you), your time is your own ~ talk to your hosts for what is available in your local area so that you can enjoy your free time to explore your new surroundings and meet people (your cost) ~ and involve yourself in family activities, Rotaract, Rotary Youth Leadership Award (RYLA) etc
- Living areas ~ some Australian homes only have one living area where “everything happens” ~ this means you will need to be considerate of things such as: *“Dad's chair”, “Mum watches her favourite TV programs at this time”, etc*
- Communication ~ stay “in tune” with your hosts at all times to avoid unnecessary angst eg *“I've been invited out tomorrow night for dinner, so I will go straight from work and I'll be home about 9:00pm”*.

All things considered, enjoy the hospitality of your hosts, enjoy your new surroundings and friendships, and turn up to work on time!

... do as the Romans do!

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3 BE STREETWISE ~ *your personal safety, protection and wellbeing*

Duty of care

Rotary takes its responsibilities seriously to uphold a duty of care when working with people who may be vulnerable. The host Rotary Club will have a member appointed as a Protection Officer to ensure that any matters brought before them are appropriately responded to and fully investigated.

If a candidate at any time considers himself / herself at risk, or have fallen victim to any kind of discrimination, harassment, bullying, assault, or abuse; they should contact the CLO as soon as practicable to ensure a quick resolve. The CLO will liaise with the Protection Officer, and the Rotary Club President and NGSE Chairperson shall be informed for a coordinated investigation. Should the candidate feel uncomfortable raising the issue with their CLO, they should speak with the Club President or the NGSE Chairperson.

The candidate will not be placed in a situation, or exposed to a situation, where they do not feel safe and there is a risk of the unacceptable behaviour continuing.

Definitions, but are not limited to:

- Discrimination is treating a person or group unfairly or differently
- Harassment is unlawful discrimination where behaviour offends, embarrasses or frightens a person or group and targets particular aspects of their personal attributes / wellbeing
- Bullying is a form of harassment intended to intimidate a person or a group
- Assault is when another person or group physically harms you
- Abuse is when another person or group physically, sexually, emotionally or verbally harms you

Discrimination, harassment, bullying, assault and abuse, are definitely not tolerated. Refer to the Fair Work Ombudsman's web page: www.fairwork.gov.au **Tip:** Enter "volunteer" in the search field.

Also, for information regarding human rights, refer to the Australian Human Rights Commission website:

<https://www.humanrights.gov.au/employers/good-practice-good-business-factsheets/quick-guide-australian-discrimination-laws>

Diversity of individuals which can attribute to the above include, but are not limited to:

- Age
- Cultural background
- Educational background
- Employment / Volunteer experience
- Faith / Religion
- Gender
- Language
- Marital status
- Mental ability
- Nationality / Ethnicity
- Personal styles
- Physical attributes eg height, weight
- Sexual orientation
- Thinking style

Under any of the definitions listed above, any of these situations can occur at any time, in any place, with anyone, or any group. Depending on the extent of the offence, if a candidate has been severely affected by any of the above, they may wish to, and have a right to, request professional counselling and termination of the exchange to return home. However, an early return home would be a last resort option and should be fully discussed before making a decision.

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4 TERMS OF ENGAGEMENT

The success of any exchange depends solely on the behaviour of the candidate. They are a goodwill ambassador for their country and for Rotary and it is therefore imperative that certain obligations be respected.

General

The following terms are required to be respected:

- High standards of behaviour, personal presentation and hygiene are expected at all times - body piercing and tattoos are offensive to some people and may need to be removed or covered during the overseas stay
- It is advisable not to form intimate relationships
- Have honest and truthful regard for the host Rotary Club, host families, and work place provider/s
- Abide by the requests of Rotary, host families, and work place provider/s at all times with regard to smoking and the consumption of alcohol
- Additional paid employment is permitted with the prior authorisation from the host Rotary Club and provided it does not contravene visa requirements
- The candidate may extend their overseas stay beyond the term of the exchange, either prior to or upon completion, at their own expense and responsibility provided prior authorisation from the sponsor and host Rotary Clubs is obtained, and visa requirements are not contravened
- The candidate indemnifies all the parties as acknowledged in the Disclaimer of the Application Form (for Outbound) or the signed Acceptance of Offer (for Inbound)

Termination of the Exchange

The reasons for an exchange to be terminated can be many and varied. The work placement part of the exchange is only for a short time ie between six weeks and 12 weeks. However, even in this relatively short time period, a young adult can experience such things as homesickness, or be affected by something which has happened back home, or perhaps something has happened to them while on exchange. It could also arise from unforeseen circumstances in the work place. While Rotary will endeavour to make alternative arrangements, it may not always be possible.

If hosting or work place arrangements are not working out, the host Rotary Club will endeavour to explore alternative arrangements to satisfy the requirements of the exchange. Whatever the reason, the option of returning home early should be fully and rationally discussed in order to make an informed decision.

A decision to return home early for whatever reason is expected to be respected by all concerned. However, it should also be noted that an incomplete exchange can disrupt future exchanges with any of the stakeholders.

The following are grounds for termination of the exchange in the event of misconduct by the candidate:

- Committing a criminal offence against the laws of the host country
- Abusive use of alcohol
- Possession and / or use of narcotic drugs; or overuse of prescribed medications
- Irresponsible gaming and / or gambling behaviours including contravening the laws of the host country
- Non-commitment to the work place provider and excess absenteeism without good reason
- Misconduct with Rotary, host families, the work place provider
- Physical or menacing behaviour

In the unlikely event an NGSE exchange is terminated resulting from unacceptable actions of the candidate, it is the full responsibility of the candidate to provide for any unforeseen circumstances eg cost of airline re-ticketing, accommodation etc.

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5 CONCLUSION OF EXCHANGE

Several administrative functions need to be attended to so that an exchange can be formally completed ie:

- The candidate can remind / ask the work place provider for a Statement of Attainment / Achievement, or a reference, suitable for inclusion in their curriculum vitae
- The candidate should complete the evaluation report and return it to the hosting District NGSE Chairperson with a copy to the host Rotary Club, a copy to the sponsor Rotary Club and their sponsor District NGSE Chairperson
- It would be courteous of the candidate to make a presentation to their host Rotary Club before departing for home
- The candidate may be asked to make a presentation to their sponsor Rotary Club once they have returned home
- It would be courteous of the candidate and the host Rotary Club to each write a letter of thanks to the work place provider
- The work place provider to provide a written report to the host Rotary Club with a copy to the NGSE Chairperson
- The NGSE Chairperson shall acknowledge completion of the NGSE Program to the candidate

Tips for the participant

Prior to departure, the participant is encouraged to spend a little time researching the following to assist with settling into a new environment:

- Ensure you understand any costs involved if asked to participate in Rotary or non-Rotary events / activities
- Learn about Rotary – you can visit these websites, and remember to Google the host Rotary Club / District: www.rotary.org www.rotary9670.org.au www.rotarydownunder.com.au
- Research your work place provider, find out about their markets, products and services
- An aptitude for language is highly regarded if intending to go to a non-English speaking country. Any additional tuition is at the candidate's cost.
- Find some background information about the culture and customs of the host country

To the candidate

D9670 thanks you for accepting the challenge and participating in the NGSE Program. Your "Rotary Family" wish you many more adventurous opportunities with your chosen career, and trust you have enjoyed learning something new about another land. We wish you good luck for your future.

Rotary D9670
New Generations Service Exchange Committee
February 2017

*"Let us make our future now,
and let us make our dreams tomorrow's reality."*

Malala Yousafzai, Nobel Peace Prize 2014, (age 17, jointly awarded)

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6 Opportunities PLUS OF NGSE IN D9670

Check out our album, *"Window to the World"*, on our website: www.rotary9670.org.au to read about the stories and journeys of our candidates:

1	Sophie Bowler from D1270 England ~ 2010	Political Science
2	Emily Heather from D1070 England ~ 2011	Political Administration
3	Meredith Young to D1070 England ~ 2011	Communications (Mining)
4	Juliane Krøijer from D1470 M/D Denmark ~ 2011	Audiology
5	Matthew Robinson to D1460 Denmark ~ 2013	Environmental Science
6	Jon Kingsley-Smith from D1070 England ~ 1013	Mathematics
7	Nathalie Craig to D1070 England ~ 2014	Journalism
8	Sarah Mowle to D1070 England ~ 2014	Occupational Therapy
9	Harriet Allen from D1040 England ~ 2014	Law Drafting / Policy Development
10	Elise Budden to D6330 Canada ~ 2014	Environmental Science
11	Kate Reinhart from D6330 Canada ~ 2015	Conservation
12	Hannah Gurney from D1070 England ~ 2015	Practices and Public Relations
13	Charlotte (Charlie) Wheatley from D1090 England ~ 2015	Marine Biology
14	Rhiannon (Rhi) Hirst to D1070 England ~ 2015	Hairdressing and Makeup Artistry
15	Silas Mason from D1070 England ~ 2016	Veterinary Medicine

