

District 9520 Youth Exchange Program

<http://9520.ryea.org.au>

Counsellors guide and workbook

first edition 2017

This workbook now puts in one place much from past editions of the various guides. It looks longer because it is. There is lots more white space, and places to record things that you do several times over. The workbook layout follows the course of the year.

You must also be familiar with the Student and Host Family guide, and the Host Club guide.

Thank you all for the care and guidance you will give your student over the coming year. The minute a student decides they want to come they show they are leaders. It is not for us to stand in their way but to make them the best leaders we can.

There are four very important supplemental sections that you must read. They are towards the end, before the forms.

Personal Safety tips for students

Social Media Policy

Allegation reporting guidelines

It is very important that you are familiar with what to do when a student reports an incident of abuse or harassment.

Grievance resolution procedure

There is a flow chart of the steps to follow when a problem cannot be solved simply and before it gets out of hand.

Rotary International's Statement of Conduct for Working with Youth

Rotary International strives to create and maintain a safe environment for all youth who participate in Rotary activities. To the best of their ability, Rotarians, Rotarians' spouses and partners, and other volunteers must safeguard the children and young people they come into contact with and protect them from physical, sexual, and emotional abuse.

Adopted by the RI Board of Directors, November 2006

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Rotary International’s Statement of Conduct for Working with Youth	2
The months before the first six weeks	5
<i>The Counsellor is very important</i>	5
<i>How we keep in touch</i>	5
<i>When anything out of the ordinary occurs</i>	5
<i>Compliance</i>	5
<i>DCSI and WWCC checks that have been done so far</i>	6
Club	6
The first Host Family (HF1)	6
The first six weeks: July and August	7
<i>The first few days</i>	7
<i>Documents for safe-keeping</i>	7
<i>Overseas Student Health Cover, medical problems and expenses</i>	8
<i>Travel insurance</i>	8
<i>Banking</i>	8
<i>The monthly allowance</i>	9
<i>School</i>	9
School contacts	9
School fees	9
<i>The Group Coordinator’s Home Briefing</i>	10
<i>Keep in touch with the Host Families, the School and the Club</i>	10
<i>Checking new families and changing families</i>	10
<i>The Club and the student</i>	11
Talks	11
Presents	11
Publicity	11
<i>How long does your student stay?</i>	11
<i>Student travel</i>	12
<i>Compulsory activities</i>	12
<i>Optional activities</i>	12
<i>The Briefing Day</i>	12
<i>Monthly student reports</i>	13
The second month: September	13
<i>The second Host Family (HF2)</i>	13
<i>Counsellor’s quarterly reports</i>	13
<i>The second student report</i>	14
The third month: October	14
The fourth month: November	14
<i>Compulsory Calperum Weekend – mid-November</i>	14
<i>The third student report</i>	14
The fifth month: December	14
<i>The third Host Family (HF3)</i>	14
<i>Counsellor’s second quarterly report</i>	15
The sixth month: January	15
<i>The fourth student report</i>	15
The seventh month: February	15
<i>The fourth Host Family (HF4)</i>	15
<i>District Conference travel permission</i>	15
<i>Safari travel permission</i>	16
The eighth month: March	16

<i>The District Conference</i>	16
Transport	16
Dress	16
Cost	16
<i>The fifth student report</i>	16
<i>Counsellor's third quarterly report</i>	16
The ninth month: April	17
<i>The Safari</i>	17
<i>Getting ready to leave: booking the flight home with time to spare</i>	17
The tenth month: May	17
<i>The sixth student report</i>	18
The last six weeks: June and July	18
<i>Farewell parties</i>	18
<i>Close the bank accounts in the last two weeks</i>	18
<i>Travel documents and tickets</i>	18
<i>The student's final report</i>	18
<i>Counsellor's final report (but only about the student)</i>	18
<i>At the airport</i>	18
It doesn't stop at the airport	19
<i>Application to host a long-term student inbound student form (Form YESP CL5)</i>	19
<i>Rotary Youth Exchange Club Protection Officer Checklist and Declaration (YESP CL7)</i>	19
Personal safety tips for students	20
<i>Safety tips</i>	20
<i>When you are travelling</i>	20
Social media policy	21
Allegation Reporting Guidelines	23
Rotary Youth Exchange Grievance Resolution Procedure	25
Counsellor's QUARTERLY report	26
BRIEFING Day	27
CALPERUM weekend	28
District CONFERENCE transport and permission	29
Australian SAFARI Tour	30
BRIEF travel	31
EXTENDED travel	32

The months before the first six weeks

The Counsellor is very important

You are the student's lifeline: trusted, considerate, sympathetic, a source of knowledge and help. Meet and talk regularly.

Be understanding. The young are good at ideas, consequences less so. Make sure one of you has one foot on the ground and ensure kindly but firmly that the rules are kept.

How we keep in touch

Most of your student's stay is handled at Club level. The Youth Exchange Committee is responsible for coordination, ensuring compliance and answering for the Program.

Check your email regularly. Your student will not do so. A text message to remind them to check is often helpful, if not necessary.

We send almost all correspondence for the student to you as well. You need to know what we are telling the student, and it is difficult for us to know where the student is when the dates for moving families are negotiated and may change.

Please check your student has received the information.

Tell the Inbound Coordinator and your Group Coordinator if you will be away and cannot check your email for more than a week, and tell us if your contact details change.

When anything out of the ordinary occurs

For example, if there is a misunderstanding, sickness or accident, or a rule is broken, or if there is any concern for the student's safety, tell the District YEC Group Coordinator.

The Group Coordinator will, if the situation may cause a problem, discuss the matter with the Inbound Coordinator and the District Youth Exchange Chair.

If necessary the Chair may talk to the District Governor and the Sponsor District.

If in doubt, err on the side of caution and report. The Group/Inbound Coordinator may decide to take it no further and nothing is lost.

Compliance

Compliance with the District's Youth Protection policies is very important, and your role is vital.

There is an appendix with copies of all the forms. They are also on the website in MS Word and as fillable PDF forms. You must download and save them first, then use the free Adobe Reader to fill them in.

The *Application to host a long-term student inbound student form (Form YESP CL5)* was sent to your Club at the start when you accepted your student. It is often only part completed at the beginning and must be updated throughout the year.

DCSI and WWCC checks that have been done so far

Youth Exchange operates within a regulatory environment determined by Rotary International, state and federal law and Rotary's insurers.

Please provide the details of the DCSI and WWCC that have been done so far as we can be audited. All the details requested are required to allow verification on the DCSI and other websites.

Club

	Counsellor	Assistant Counsellor	Youth Exchange Officer*	Club Protection Officer*
*Both are required if the Youth Director will not be the long-term Club custodian of the student's confidential records beyond the current year.				
Name				
Date of birth				
CL3 done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CL4 done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DCSI/WWCC or Teacher Registration	Reference number	Issued	Expiry	If not checked by the Club: seen & verified by...
Counsellor				
Assistant Counsellor				
Youth Exchange Officer				
Club Protection Officer				
Filed with:	Club CPO <input type="checkbox"/>	YEC <input type="checkbox"/>	9520 Protection Committee <input type="checkbox"/>	

The first Host Family (HF1)

If > 18 years	HF1-Member1	HF1-Member2	HF1-Member3	HF1-Member4
Name				
Date of birth				
CL2 done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CL4 done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DCSI/WWCC or Teacher Registration	Reference number	Issued	Expiry	If not checked by the Club: seen & verified by...
HF1-1				
HF1-2				
HF1-3				
HF1-4				
Filed with:	Club CPO <input type="checkbox"/>	YEC <input type="checkbox"/>	9520 Protection Committee <input type="checkbox"/>	

Change date		School informed <input type="checkbox"/>	
		YEC IBC informed <input type="checkbox"/>	

The first six weeks: July and August

The first few days

There is a lot to do.

Documents for safe-keeping

Application – keep the complete application confidential to Counsellor(s), School, and Host Families
Application precis – for more general distribution

	Reference Number	Copied	Filed in a safe but accessible place	
Passport		<input type="checkbox"/>	Original <input type="checkbox"/>	Checked against application <input type="checkbox"/>
Visa Grant Notice		<input type="checkbox"/>	Original <input type="checkbox"/>	
Ticket/booking document		<input type="checkbox"/>	Original <input type="checkbox"/>	

Overseas Student Health Cover (OSHC)			
Provider		Policy Number	
Policy activated		Card received	<input type="checkbox"/>

Travel insurance			Seen <input type="checkbox"/>
Provider		Policy Number	
If the Australian policy, give the student the card and instructions			

Medic Alert form	Information cross checked <input type="checkbox"/>
Medical form	Information cross checked and filed <input type="checkbox"/>

Home Briefing Report page 1	<input type="checkbox"/>
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Overseas Student Health Cover, medical problems and expenses

The student must register with their OSHC provider soon after arrival and/or have received a copy of their cover, OHSC card, and instructions on how to make a claim.

Make sure your student is appropriately looked after if sick or injured, and help with any claims through their OSHC insurer.

The student is responsible for any 'gap' expense. Often this can be claimed from their Travel Insurance.

The student's emergency fund can be used if needed. Neither the club, nor the host parents should have to pay.

Students have a card with an emergency assist number from their travel insurer. This must be used to contact the insurer to notify them immediately of the problem so they can guarantee payment to a hospital if the student needs to be admitted.

Travel insurance

All claims for lost items, hospital costs, etc. should be made on the student's travel insurance policy.

Some students purchase the Australian policy while others arrange insurance through their sponsor District.

Banking

We suggest two of three signatures to operate the Emergency Fund as it allows it to be managed if the student is incapacitated or absent.

	Bank and Account number	Signature 1 (student)	AND Signature 2 (Counsellor)	OR Signature 3 (Other Rotarian or Host Parent)
Emergency account (400 AUD)				
Signature contact details				

	Bank and Account number	Signature 1 (student)	OR Signature 2 (if the student is unable to operate)	
Everyday account				
Signature contact details				

The monthly allowance

Ensure the Club Treasurer knows where to pay the monthly allowance.

The amount was stated on the Guarantee Form signed by the Club when it accepted your student. It is usually about 100 USD, but may vary if the Club has agreed to pay some additional expenses.

It should be paid regularly, on time, at the same time each month.

School

School	
--------	--

Enrolment day	Date
Classes to start	Date
School counsellor & Home Teacher	Phone
	Email

Subjects	
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AASES form Section D	Signed <input type="checkbox"/>	Copied <input type="checkbox"/>	Filed <input type="checkbox"/>	Copy to Inbound Coordinator <input type="checkbox"/>
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Section D of the AASES form must be signed by the school. Please make sure that the school keeps a copy and that you send a good copy to the Inbound Coordinator. This is an important form which must be returned to the state education authorities.

School contacts
You are the one continuous link between the student and the school over the year. Please make sure that the school knows where the student is living, but understands that you should be involved when resolving any important issues with the school.

Student ID card	Requested <input type="checkbox"/>		Number	
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School fees
School fees are paid by the Club. It may help with other expenses like uniform, and it may help with extra subject or activity costs that are usually borne by the student. This should be decided early, and clearly understood by your student.

School fees paid	<input type="checkbox"/>
Extras to be paid by the student	

The Group Coordinator's Home Briefing

The Group Coordinator's briefing must take place no later than two to three weeks after the student arrives.

The Home Briefing is a very important event in the student's year. Government legislation stipulates how we handle student exchange and the Home Briefing notes follow this legislation.

It should take place in a private place as soon as possible and certainly within two to three weeks of your student's arrival. All these people should be there:

- The Group Coordinator
- The student
- The Club Counsellor and Assistant Counsellor
- All host parents (both partners). This may not be possible if not all families have been identified yet. In that case, the same information and format should be followed with those families as they are recruited.

It takes about two hours.

Keep in touch with the Host Families, the School and the Club

Keep in close contact with the host families, school and Rotary Club so that you can smooth out any problems and so you have a better understanding of your student's daily life.

Keep in confidence any little problems that you, the student and the host families sort out amongst yourselves.

Do not keep secret problems that are unresolved and may need the help and understanding of the next host family.

True or not, bad news spreads rapidly and does a great deal of damage.

Checking new families and changing families

DCSI and WWCC checking a whole family costs money. Whether it is a Rotary family or not the Club may offer to pay the cost as a token of its gratitude for the family agreeing to host its student.

The Counsellor arranges when the student will move from family to family. How the student moves can often be left to the families themselves.

Make sure that the Club, the school and the YEC know the family's contact details and the dates that the student will be staying in their home.

The YEC must report these details quarterly to the state education authorities.

The Club and the student

Encourage as much interest from your Club members as possible. Your student and your Club members and families are richer when your student is invited for a meal, a day or a weekend, or a trip away.

Talks

Your student is expected to talk to your Club in the first two to three months, depending on their confidence and English. Book a date with the program officer and make sure there are audio-visual aids available. It often helps their confidence to hear your student's talk beforehand.

We may ask your student to help promote the Program to other clubs, and your help is appreciated.

Your student should speak again before they go home. These talks are often very different: confident and reflective, emphasising how much your student has changed.

Presents

Many Clubs give birthday and Christmas and leaving presents. Books are often appreciated but best not given late when suitcase weight and space are an issue.

Publicity

Your student is a very visible presence of your Club in their school community. Involving them in your projects, contact with other service clubs, civic functions, and media coverage helps your Club and helps the Program.

How long does your student stay?

Inbound students stay for 11 to 12 months, from the start of Term 3 to the end of Term 2 the following year.

We will only vary this for genuine emergencies or repatriation due to broken rules of the exchange.

When the students arrive depends on travel arrangements made by the sending country and on the end of the student's school year at home. Their visa is issued for a week either side of the term dates and they cannot arrive or stay outside those dates.

We encourage students to stay for the Club's changeover dinner if possible. Students with open or prematurely dated tickets must book flights home with the desired length of stay in mind.

Student travel

Travel away from the student's current home must be documented and approved. We must know where the student is and with whom. We breach our Duty of Care if we do not.

The rules about what travel is, and is not, allowed are in the student's guide.

Brief travel is managed between the Club and Host Family. The Counsellor is responsible for completing, lodging if necessary, and giving permission for brief travel, or receiving the permission for longer travel from the Committee.

Compulsory activities

Several activities throughout the year are compulsory.

These are:

- The Briefing Day held in late August or early September. This is for both Outbound and Inbound students, Counsellors and Outbound families.
- The Calperum Weekend, held in mid-November and hosted by the Rotary Club of Renmark.
- RYPEN, in April or thereabouts, is a new addition. Whether the students attend RYPEN Sunraysia or RYPEN Metropolitan will depend upon the timing of the Safari.
- The District Conference.

Please make sure there are arrangements for the student to attend, and that the relevant travel plans are recorded and approved.

Optional activities

Our students are widely spread across our District. Other opportunities may arise for the students to get together over the year. Some are due to the generosity of individual Rotarians and some are in conjunction with 9500.

The Committee may help facilitate them and encourage students to come but school, family and Club commitments come first. Any help you can give to help make these happen is appreciated.

The usual rules of supervision and permissions apply.

The Briefing Day

The Briefing Day is the first of the compulsory activities. It is the day where the inbound and outbound students meet, where outbound and Safari travel arrangements are discussed and the roles and expectations of the various players are clarified.

It is a day for:

- Inbound and outbound students
- Outbound students' parents
- Outbound students' Counsellors
- Inbound students' Counsellors and Assistants

Transport will need to be arranged and the appropriate travel form be sent to the Committee.

Monthly student reports

The first student report is due August 31.

The second month: September

The second Host Family (HF2)

If > 18 years	HF2-Member1	HF2-Member2	HF2-Member3	HF2-Member4
Name				
Date of birth				
CL2 done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CL4 done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DCSI/WWCC or Teacher Registration	Reference number	Issued	Expiry	If not checked by the Club: seen & verified by...
HF2-1				
HF2-2				
HF2-3				
HF2-4				
Filed with:	Club CPO <input type="checkbox"/>	YEC <input type="checkbox"/>	9520 Protection Committee <input type="checkbox"/>	

Change date		School informed <input type="checkbox"/>	
		YEC IBC informed <input type="checkbox"/>	

Counsellor's quarterly reports

Every quarter, Counsellors report the student's progress from their perspective. A copy of the report form is in the Appendix and is also on the District Youth Exchange web site: <http://9520.ryea.org.au> under the heading 'Counsellor's Quarterly Confidential Report'. The form is the same for each quarter, except the last. Please email your report to your Group Coordinator and the Inbound Coordinator.

The Counsellor's first quarterly report is due September 30.

The other reports are due on December 31, March 31 and June 30.

The second student report

The second student report is due September 30.

The third month: October

Calperum Weekend travel permission form is due October 31.

The fourth month: November

Compulsory Calperum Weekend – mid-November

The third student report

The third student report is due November 30.

The fifth month: December

The third Host Family (HF3)

If > 18 years	HF3-Member1	HF3-Member2	HF3-Member3	HF3-Member4
Name				
Date of birth				
CL2 done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CL4 done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DCSI/WWCC or Teacher Registration	Reference number	Issued	Expiry	If not checked by the Club: seen & verified by...
HF3-1				
HF3-2				
HF3-3				
HF3-4				
Filed with:	Club CPO <input type="checkbox"/>	YEC <input type="checkbox"/>	9520 Protection Committee <input type="checkbox"/>	

Change date		School informed <input type="checkbox"/>	
		YEC IBC informed <input type="checkbox"/>	

Counsellor's second quarterly report

The Counsellor's second quarterly report is due December 31.

The sixth month: January

The fourth student report

The fourth student report is due January 31.

The seventh month: February

The fourth Host Family (HF4)

If > 18 years	HF4-Member1	HF4-Member2	HF4-Member3	HF4-Member4
Name				
Date of birth				
CL2 done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CL4 done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DCSI/WWCC or Teacher Registration	Reference number	Issued	Expiry	If not checked by the Club: seen & verified by...
HF4-1				
HF4-2				
HF4-3				
HF4-4				
Filed with:	Club CPO <input type="checkbox"/>	YEC <input type="checkbox"/>	9520 Protection Committee <input type="checkbox"/>	

Change date		School informed <input type="checkbox"/>	
		YEC IBC informed <input type="checkbox"/>	

District Conference travel permission

The District Conference Travel permission form is due February 28.

Safari travel permission

The Safari Tour travel permission form is due February 28.

The eighth month: March

The District Conference

The DC is a compulsory activity. There will be a segment where we promote Youth Exchange to the whole Conference.

The students attend the plenary sessions and the Conference Dinner, and visit interesting places in and around where the conference is held.

As it is the major annual District function our students are seen by many Rotarians. It is important that they be dressed neatly and on their best behaviour. The impression the students make as ambassadors this weekend is our best advertisement.

Transport

- Host Clubs are responsible for getting their student to the drop off point, and for collecting their student on Sunday at the end. The students should be fed before arriving on the first night.
- The Committee will arrange accommodation and will supervise and transport the students as a group.

Dress

Neat and relatively formal dress for the Conference Dinner, or as neat as wearing their Rotary blazer allows. For other Conference functions the student should dress neatly with good shoes and wear their Rotary blazer.

Cost

The only cost to the students is their personal shopping.

The fifth student report

The fifth student report is due March 31.

Counsellor's third quarterly report

The Counsellor's third report is due March 31.

The ninth month: April

The Safari

The Safari is an optional activity which students are encouraged to do as it is a highlight of the year. It takes place in March or April and includes students from several Districts. It costs approximately \$3,500, paid by the student's parents.

It is run for us by Terra Australis and is scheduled around the various District Conferences. A deposit is usually due in October and full details will be provided to you and your student in the weeks leading up to the adventure.

Getting ready to leave: booking the flight home with time to spare

Students from some countries already have return flight arrangements. Some sponsor countries prefer to arrange times and flights so all their students return together.

Many students have "dummy" reservations for a return booking in 6 or 9 months' time. These must be changed towards the end of their stay. In some instances, the student will have an open ticket. If so, either

- Ask your student to contact their parents and/or the travel agency that arranged their inbound flights, or their sponsor District to organise their return ticket; OR
- Make the return booking for them.

If you are making the booking, find out whether other students from their country (from our District and others) arrived with them. It may be possible to organise the return flights so as many as possible fly home together.

The flight home must be by the most direct route, and with a minimum stopover.

A stay in another country on the way home is not allowed.

Contact us if there is forced overnight transit stop so that suitable hosting or accommodation can be arranged.

Overseas flights become heavily booked as the "peak" season approaches, and domestic connecting flights can be hard to get during our school holidays.

For this reason, return flight bookings need to be made or confirmed at least 3 months before the student is due to go home.

The tenth month: May

The sixth student report

The sixth student report is due May 31.

The last six weeks: June and July

Farewell parties

The last few weeks are a busy time and students are hard pressed to fit in saying goodbye to all their friends.

Set a date for the Club's farewell to the student in good time. Rotarians, partners, all the host families, a representative from the host school and any significant others who have been involved in the exchange should be invited to this occasion, whatever form it may take.

Close the bank accounts in the last two weeks

Close the accounts including the Emergency Fund in the last two weeks before your student leaves. The student will probably be grateful for some extra cash in the last round of present buying.

Travel documents and tickets

Retrieve them from safe deposit but keep them safe until departure. Students tend to be distracted at the end and lose things.

The student's final report

The final student report is due June 30.

Counsellor's final report (but only about the student)

The Counsellor's final report is due June 30.

At the airport

Ensure that your student arrives at the airport in plenty of time to say goodbye to everyone who comes.

If the flight is an international one you need at least three hours, and for domestic flights connecting with international flights, at least one hour.

Many students, despite urging, have problems with baggage. Your student should have only the weight and number of suitcases specified by the airline and not have excessive hand luggage.

International luggage allowances may not apply to domestic legs. Your student should know what they are allowed for the entire journey and make sure that they do not exceed these limits.

With domestic flights, book luggage through to their destination, if possible. Check luggage tags are correct before leaving the counter.

It doesn't stop at the airport

Application to host a long-term student inbound student form (Form YESP CL5)

Have you updated and completed the *Application to host a long-term student inbound student form (Form YESP CL5)* that the Club started a year ago?

Rotary Youth Exchange Club Protection Officer Checklist and Declaration (YESP CL7)

Please make sure that the Club Protection Officer completes the *Rotary Youth Exchange Club Protection Officer Checklist and Declaration (YESP CL7)* within a month of your student returning home.

Both forms can be found in the Host Club Guide.

Personal safety tips for students

Safety tips

- Never suffer in silence.
- If you have a problem or are worried about something, always tell an adult you trust about it, such as your teacher, counsellor or current or recent host parents.
- Think things through carefully before you act and do not take unnecessary risks.
- Always look and behave confidently.
- Dress and behave sensibly and responsibly.
- Be sensitive to local codes and customs.
- Tell someone where you are going and what time you will be home – don't change your plans at the last minute as this can cause confusion.
- Follow the instructions of your leader, teacher and other supervisors, including those at any place you are visiting (unless those instructions constitute a crime or are contrary to Rotary regulations).
- If you are out at night in the centre of town, stay in places with street lights – wherever you are, make sure that you don't get separated from your friends.
- Look out for anything that might hurt or threaten you or anyone in your group and tell someone responsible.
- If you need to use a public toilet, go with a friend.
- If you do get lost or separated go to a shop or place where you will be seen by lots of people to ask for directions.
- If someone you don't know talks to you, just walk away.
- Have the details of your accommodation on you, whether it's your host family's address and telephone number or hotel or campsite details.
- Always carry your mobile phone, and ensure that it is charged and has sufficient credit for calls.
- Keep your money hidden in an inside pocket, bum bag, concealed money belt or something similar – choose whichever is comfortable for you.
- Arrange for someone to pick you up at night unless you can take public transport where you are amongst a sizeable group of people.
- Make sure you know the person who is coming to pick you up. Never get into a car unless it is with this arranged person.
- If you are on a bus and someone makes you feel unsafe, move to a seat near the driver.

When you are travelling

- Pack your own suitcase and never carry items abroad for others. Take care that you do not unwittingly or wittingly act as a drug courier for someone else. Some countries impose death penalties for drug offences.
- If you are going to or travelling through an impoverished area or country, do not carry handbags, cameras, or wear jewellery of any kind, even cheap earrings. Watches, necklaces and earrings may be grabbed and pulled away, causing injuries.

Social media policy

The Rotary District 9520 Youth Exchange Program has rules about social media usage, in addition to Australian Laws and the laws of the student's host country if away on exchange.

Social media is online media that allows for interaction and/or participation.

Some of the things discussed here, like sexting, may be crimes and not something over which Rotary has any discretion.

The penalties are severe and may be life-long.

For this policy, social media is defined as *'any conversation or activity that occurs online, where people can share information or data'*. Examples include but are not limited to:

- Social networking and micro-blogging sites like Facebook, Twitter, Myspace, Bebo, Foursquare, Tumblr, Pinterest, Snapchat, Instagram, Whatsapp.
- Video and photo sharing sites like Flickr and YouTube
- Online forums and discussion blogs.

District 9520 Youth Exchange Program **prohibits** students engaging in online content that is:

- malicious, misleading or unfair;
- obscene, defamatory, threatening or discriminatory to an individual or organisation;
- sexting or harassment using any form of social media;
- comments that you would not say directly to another person. Consider how other people might react before you post.

The Rotary District 9520 Youth Exchange Program **prohibits** students engaging in conduct which includes:

- making discriminatory, harassing, or bullying representations;
- using offensive language;
- inappropriately sharing information;
- issuing threats or insults;
- posts of a sexual or lewd nature;
- posting, sharing, or liking offensive material privately on social media - whether or not it is publicly viewable.

Students who engage in these banned practices will be subject to severe penalties, including reduction of privileges, possible police action and being sent home.

Rotary District 9520 covers parts of South Australia, Victoria and New South Wales. The laws in each state are different, but national law also applies.

“Out of bounds” is a smartphone app from the Law Society of South Australia and contains plain English explanations of the relevant laws. It can be found at:

https://www.lawsocietysa.asn.au/LSSA/Out_of_Bounds_App.aspx .

See also <http://lawstuff.org.au> for an explanation on the consequences of sexting in each State.

Laws about abuse of social media also exist in the countries with whom Rotary District 9520 exchange. Those countries will have their own rules about social media usage. Students are advised to familiarise themselves with those countries' laws and Youth Exchange rules.

Allegation Reporting Guidelines

For use by all adults to whom a student reports an incident of abuse or harassment

Any adult to whom a student reports an incident of abuse (whether sexual, emotional or physical) or harassment is responsible for following these **Allegation Reporting Guidelines**.

1. Report from Student

- a. **Listen attentively and stay calm.** Acknowledge that it takes a lot of courage to report abuse. It is appropriate to listen and be encouraging. Do not express shock, horror or disbelief.
- a. **Assure privacy but not confidentiality.** Explain that you will have to tell someone about the abuse/harassment to make it stop and to ensure that it doesn't happen to other students.
- a. **Get the facts, but don't interrogate.** Ask the student questions that establish what was done and who did it. Reassure the student that she/he did the right thing in telling you. Avoid asking 'why' questions. Remember your responsibility is to record the student's story and report it to the proper authorities.
- a. **Be non-judgmental and reassure the student.** Do not be critical of anything that has happened or anyone who may be involved. It is especially important not to blame or criticise the student. Assure the student that the situation was not their fault and that they were brave and mature to come to you.
- a. **Record.** Keep a written record of the conversation with the student as soon after the report as you can, including the date and time of the conversation. Use the student's words, and record only what has been told to you.

2. Protect the Student

Ensure the safety and well-being of the student. Remove the student from the situation and all contact with alleged abuser or harasser **immediately**. Reassure the student that this is for his or her own safety and is not a punishment.

3. Report to Appropriate Law Enforcement Authorities

- a. Immediately report all cases of abuse and harassment to the police. In Australian capital cities contact the "Police Response Call Centre". In country areas contact the local "CIB".
- a. If the police wish to interview the student or arrange for a forensic medical examination, accompany the student
- a. As soon as possible advise the student's Club counsellor of the accusation unless the counsellor is involved in the accusation; then contact the District Protection Officer or a member of the District Protection Committee.
- a. The student's Club counsellor if advised of an allegation **must** immediately advise the District Protection Officer or a member of the District Protection Committee.

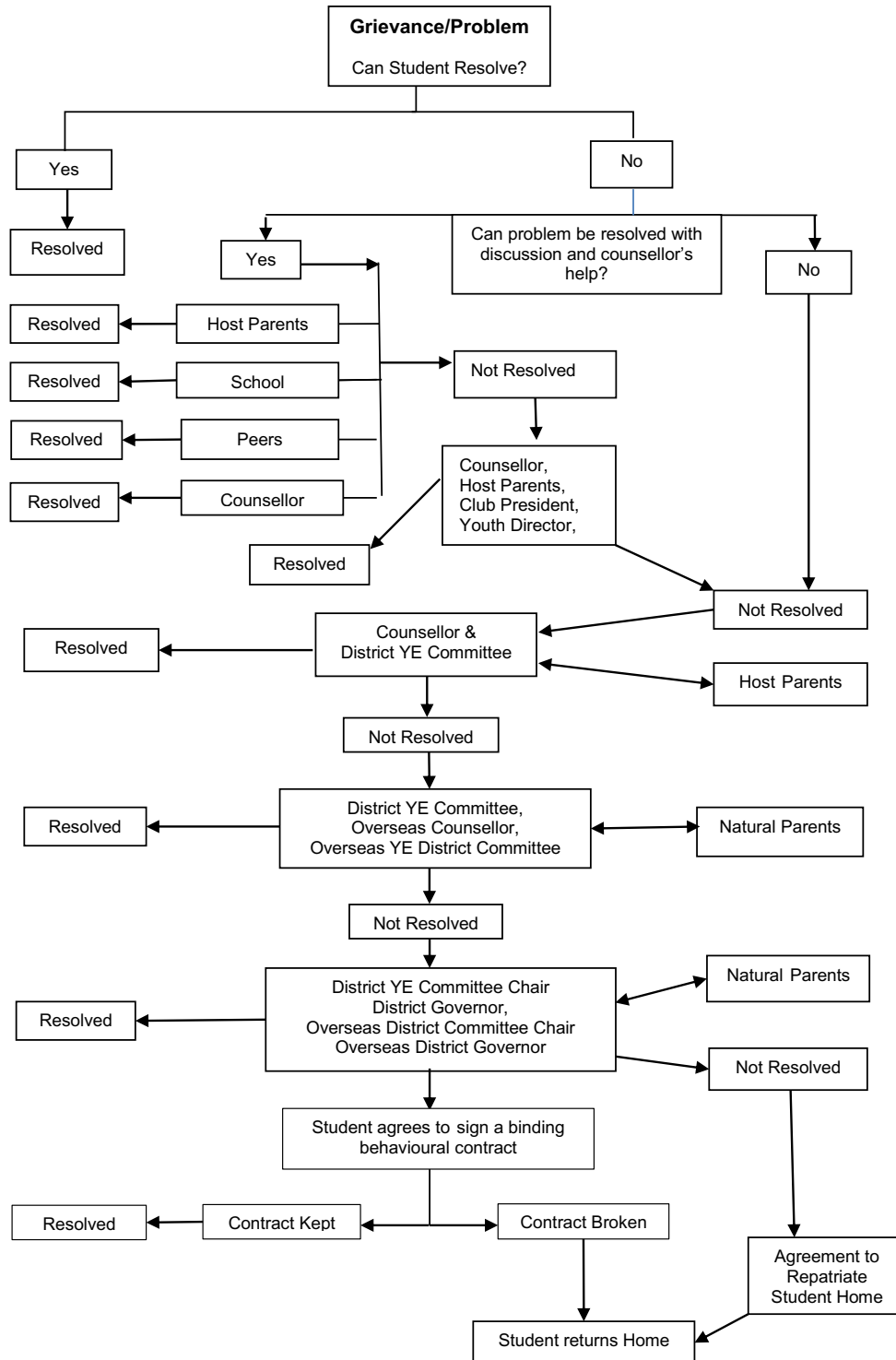
4. Avoid gossip and blame. Do not tell anyone about the report other than those required by the guidelines. **Care must be taken to protect the rights of both the victim and the accused during the investigation.**

5. Do not challenge the alleged offender. The adult to whom the student reports must not contact the alleged offender. In cases of abuse, interrogation must be left entirely to law enforcement authorities. *In cases of non-criminal harassment, the District Protection Officer or Committee and District Governor are responsible for investigating, with the assistance of the District Youth Exchange chair and the Club counsellor as needed. The District Protection Officer will initiate contact with the alleged offender after the student has been moved to a safe environment.*

6. Follow-up

After reporting allegations to the student's club counsellor or District Protection Officer, follow up to make sure steps are being taken to address the situation.

Rotary Youth Exchange Grievance Resolution Procedure



The “Rotary Youth Exchange Grievance and Resolution Procedure” (flow chart above) must be adhered to when solving or attempting to solve any grievance or problem that arises.

Counsellor's QUARTERLY report

Due at the end of September, December, March and June.

Email to Mary Anne Hannay, Inbound Coordinator: hannay@internode.on.net

September <input type="checkbox"/>	December <input type="checkbox"/>	March <input type="checkbox"/>	June (different)
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Student

Counsellor

Club

Since the last report how often have you contacted your student, and how did you do so?

How far is your student in to their exchange?

How do you feel your student is coping?

Are there any issues that the Group Coordinator should know?

Is any travel planned in the next 2 months?

If yes, where?

Have the appropriate forms been sent?

Do you expect a visit from the student's parents?

If yes, when?

When is your student moving to the next host family?

Next host family address and contact details

BRIEFING Day: late August, early September

This is a compulsory activity for all inbound students and counsellors.

This form is due July 31. Please return it to Mary Anne Hannay: hannay@internode.on.net

Club		
Student		prepaid
Counsellor		prepaid
Phone		
Assistant Counsellor or partner*		prepaid
*Where the student and Counsellor are not the same gender the Counsellor's partner or Assistant should come.		
The student will be travelling to and from the Briefing Day with		
Phone		
*Others who will be coming		*Costs will be advised
Special dietary requirements		
<p>I give the District Youth Exchange Committee the authority to act, as they think necessary for the welfare of the student while the student is in their control. In the event of sickness or accident to the student I on behalf of my Rotary Club give the District Youth Exchange Committee authority to take whatever action is deemed necessary to maximise their health and safety.</p>		
Counsellor signature		Date

CALPERUM weekend: mid-November

This is a compulsory activity for all inbound students.

This form is due October 31. Please return it to Mary Anne Hannay: hannay@internode.on.net

Club		
Student		
Will be travelling to Renmark with		
Phone		
Will be returning from Renmark with		
Phone		
Current Host Family		
Phone		
Special dietary requirements		
<p>I give the District Youth Exchange Committee the authority to act, as they think necessary for the welfare of the student while the student is in their control. In the event of sickness or accident to the student I on behalf of my Rotary Club give the District Youth Exchange Committee authority to take whatever action is deemed necessary to maximise their health and safety.</p>		
Counsellor signature		Date

District CONFERENCE transport and permission:

March or April

This is a compulsory activity for all inbound students.

This form is due February 28. Please return it to Mary Anne Hannay: hannay@internode.on.net

Club		
Student		
Will be travelling to Conference with		
Phone		
Will be returning from Conference with		
Phone		
Current Host Family		
Phone		
Special dietary requirements		
<p>I give the District Youth Exchange Committee the authority to act, as they think necessary for the welfare of the student while the student is in their control. In the event of sickness or accident to the student I on behalf of my Rotary Club give the District Youth Exchange Committee authority to take whatever action is deemed necessary to maximise their health and safety.</p>		
Counsellor signature		Date

Australian SAFARI Tour: March or April

This is an optional activity for all inbound students.

This form is due February 28. Please return it to Mary Anne Hannay: hannay@internode.on.net

The President and Board of
the Rotary Club of

agree that

Student

is permitted to take part in the Australian Safari Tour

From

To

The rules and requirements of the Australian Safari Tour have been discussed with the student and we are satisfied that he/she understands them.

Counsellor or President

Date

School approval

Date

I give the Tour Leaders the authority to act, as they think necessary for the welfare of the student while the student is in their control.

In the event of sickness or accident to the student I on behalf of my Rotary Club give the Tour Leaders authority to take whatever action is deemed necessary to maximise their health and safety.

Counsellor signature

Date

Failure to comply with the Tour rules, or to follow the instructions of the Tour leaders could result in the student being returned to Adelaide early at their expense.

Student

Date

BRIEF travel

This form is the student's responsibility. It is kept by the host family with whom the student is staying at the time of travel.

Three nights or fewer away from the host family's residence.		
Student		
will be away from the host family residence		
From	until	
Host family approval		Date
Counsellor approval (if more than 2 nights away)		Date
School approval if you will be absent from school		Date
Where will you be going?		
With *whom with you be going?		
With *whom will you be staying?		
Where will you be staying?		
Contact numbers	Yours	
	Travel hosts	
*Must be a responsible adult as defined in the Protection Policy and this manual.		

EXTENDED travel

This form must be completed by the student and their Counsellor.

The President of the Rotary Club of		
agrees that		be permitted to travel
To		with*
	from	to
Reason for travel		
Host family approval		Date
Club approval		Date
School approval if absent from school		Date
Natural parents' approval	Note blanket travel permission obtained before arrival	
Itinerary (transport, route, destination and times)		
Flight schedules		
Contact phone number(s)		
Club Counsellor		Date
Group Coordinator		Date
Forward this form to the District Committee Group coordinator for approval at least two weeks before cannot be undertaken without this permission.		