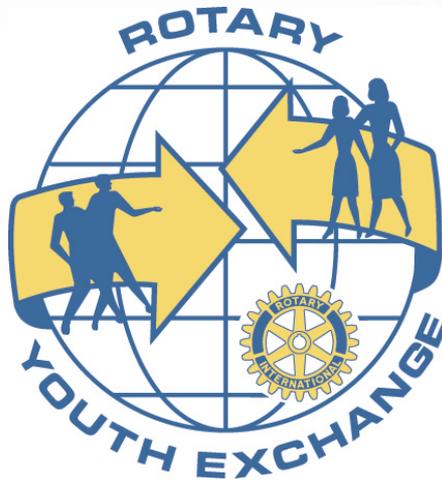




ROTARY District 9810
Victoria, Australia



YOUTH EXCHANGE PROGRAM OUTBOUND COUNSELLOR GUIDE

District 9810 Youth Exchange Committee

As always, we welcome suggestions, criticisms (constructive) or any other comment from Rotary Clubs, Student Counsellors, Host Families, Exchange Students and those that use this handbook.

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FOREWORD

Rotary's Youth Exchange Program is a tremendous opportunity for secondary school age students to travel abroad to further their education in an entirely different environment to their own. Rotary hopes that the impact of this experience for the participants will not only have an immeasurable impact on international relations but also will stimulate those in the program to become better citizens and, as such, help prepare them for participation as leaders of their communities and play a significant role in the shaping of tomorrow's world.

The program is an extremely rewarding experience for all who participate in it whether a student, Rotary Club, host family, counsellor, host community or at district level.

This handbook is designed to offer some guidance to your self as a counsellor and mentor to an outbound student. Rotary recognises we are all human beings with shortcomings. None of us are perfect or infallible and this handbook hopefully will assist in preparing students, parents, and Rotary clubs for their participation in the program and to overcome some of the pitfalls experienced on the journey.

These guidelines are the product of many years of experience in youth exchange at all levels. The only exception to this 'guideline philosophy' is that students are expected to adhere to the specific set of rules approved by Rotary International, which have worldwide application. Both students and parents acknowledge adherence to these rules when they sign the 'Terms and Conditions of Exchange' document.

The District Youth Exchange Committee is always available to offer you both advice and assistance if you require this during the exchange period, which covers a period of close to two years.

As counsellor you should be fully aware of this vital role that you have not only in the success of the exchange for the student but also for your club and Rotary.



Tell your student that:

A year on exchange has its ups and downs.

It's how they deal with them that make's it worthwhile.

If they bounce back quickly and easily and let go of their problems,

They will have a great year.

The Objectives of the Youth Exchange Program are:

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

Rotary and Youth Exchange in Australia and District 9810

Whilst the concept of Rotary clubs arranging for students to travel to another country and have others reciprocate this experience first occurred in 1926 the first organised district-to-district student exchange was in 1958. That was an exchange between a district in the USA and one in Australia. Since then the Rotary youth exchange program has become the largest student exchange program and the most respected. Rotary clubs in nearly 80 countries sponsor annually more than 8,000 students. Some are for short duration special interest purposes but the majority are for a full academic year.

The Youth Exchange Committee is responsible for the administration of the program. The exchange itself is the responsibility of the club – both the sponsor and the hosting club. Within the district administrative structure, Youth Exchange is a part of the Youth Service Committee, which looks after all Rotary programs associated with youth.

Your student's application has been sent to a nominated country as for an exchange placement and in agreement between District 9810 and that country. Administratively that may mean to a multi district organising committee such as in Germany or Denmark or other countries where the final placement will be to any district club within these countries. Or in other countries the exchange is between specific districts where sometimes these arrangements have been in place for many years.

Part of the application is the Guarantee Form, which is what is required and must be completed by the host club before your student can apply for the student visa. That is the guarantee of a satisfactory hosting arrangement and enrolment in a secondary school. When that is returned, congratulations you are the counsellor for an exchange student. This may not occur before November or later. Have patience.

The Role of the Counsellor of an Outbound Student

AFTER STUDENTS ARE ACCEPTED INTO THE PROGRAM

As a Sponsor Club Counsellor you serve as liaison between your Rotary Club, its Outbound Youth Exchange Student, their family and the District 9810 Youth Exchange Committee. Your role, as Counsellor, is pivotal to the thorough preparation of the student and, ultimately, their future success as a Rotary Youth Exchange Student.

As early as possible after being nominated by District, organize for your Exchange Student to attend a Club Meeting to formally introduce them to your Club Members and to thank them for sponsoring the student on the amazing journey they are about to embark on.

Assist your student with all facets of their preparation - including a Country and Personal Presentation that can be used in their Host Country. Organise for them to present this to their Sponsor Rotary Club.

In consultation with the Club President, organise for your student and their parents/guardians to attend Club meetings and other selected club functions before their departure in mid-January.

Organise for them to be presented with their Youth Exchange blazer by your Club President. This typically occurs in December.

Where possible, introduce your student and their parents/guardians to past Outbound Students (and parents/guardians) who are from the local area. This is a great way for them to get a better understanding of the highs and lows of the Exchange Program and it also assists the Club in retaining direct contact with past Exchange Students.

BEFORE STUDENTS GO ON EXCHANGE

As soon as information becomes available regarding the student's Host country and club, attempt to make contact with the Host Counsellor as a good rapport between both Counsellors can only assist the student in the success of their exchange.

From the outset, establish a liaison program between your student, their parents/guardians and yourself. This should be at least monthly, but can be more often if problems are being experienced.

Encourage your student to add you to their 'group email' list so that you can be in the loop regarding any news from their Host destination.

Ensure students have a supply of club banners to take with them on exchange.

Remind Outbound students of their obligation to Rotary. They should submit a Monthly Report by the 7th of each month following to their Country Coordinator. You should also expect an update via email on a monthly basis, which you forward to your Rotary Club.

THE MONTHS BEFORE DEPARTURE

Counsellors, please ensure the student:

- Has a current passport with at least 18 months time left on it from time of departure?
- Has one parent with a current passport for the same period the student is on exchange.
- Meets all requests and deadlines.
- Gets to know their sponsor Rotary club, its members and the work they do in their community.

- Works hard to learn the language of their host country if the national language.
- Learns something of the culture of their host country.
- Communicates with their host Rotary club/host Counsellor and their host families.
- Prepares their PowerPoint presentation(s) to be given to their host country's Rotary club and other organisations whilst on exchange.
- Watches some SBS TV or the World Movie channel to get used to hearing the language of their host country. The picture usually tells the story, so they don't have to know the language, and there are the subtitles.
- Has any immunisations required.
- Practices budgeting, looking after their own finances and living within their means.

THE WEEK BEFORE DEPARTURE

Counsellors, please ensure the student:

- Has the details regarding checked baggage allowance, size and weight of cabin baggage, departure date and time, meeting point and time on day of departure.
- Goes through their checklist.
- Is prepared for arrival in a very different climate and are packed accordingly.
- Gets farewells out of the way days before departure.
- Tries to get as much rest as possible in the days before departure.
- Has copied their insurance information and left it with their parents.
- Has left a copy of their passport and any other official documents with their parents.
- Has contacted their first host family by phone to confirm their arrival date and time.

DEPARTURE

Counsellors, please ensure the student knows to:

- Be on time.
- Not pack their ticket, passport or money in their checked baggage, as all will be needed during their journey. Carry them at all times.
- Make sure their baggage is not overweight.
- Carry a reasonable amount of cash (suggest \$200) in the currency of the country to be visited.
- **Never carry a package for anyone else** onto or off an aircraft.
- Be correctly, yet comfortably, dressed – Wear their blazer proudly.
- Be prepared - the impact of what they're about to embark on may suddenly hit them.
- Has the contact details of their first host family, phone number and address, written down and included with their passport and other documentation. That is important if the host family is delayed because of weather conditions or for other reasons.
- Contacts your self shortly after their arrival as a courtesy.

WHILST STUDENTS ARE ON EXCHANGE

- Report any problems being experienced by your student, to the Youth Exchange Country Coordinator as soon as practicable after becoming aware of them. The District Youth Exchange Committee exists to help the smooth running of the Program and has direct access to counterparts in all countries that District 9810 exchanges with. Most problems that arise are 'minor' in nature and can, and should be, dealt with easily. However, if the need arises it is much more appropriate to get the District Youth Exchange Committee involved!
- Ensure that you provide information about your student to be occasionally included in the club's weekly newsletter, so that the members of the club are up to date on the progress of the student.
- Keep in contact with the student's family whilst the student is away. Invite them to Rotary occasionally and include them in Rotary activities.
- Remember the exchange student's birthday, as a birthday greeting from you will be very much appreciated. Don't forget their parents at this time also. It may be the first time the student and parents have been apart for a birthday.
- Complete the required Quarterly Report to the country coordinator on the District Youth Exchange Committee.

WHEN STUDENTS RETURN FROM EXCHANGE

- Make sure you, and hopefully other club members, are at the airport to welcome your student home.
- Make sure the student knows the date of the district debriefing morning. You and your returning student and their parent/s must attend. The purpose of this is to discuss any significant problems that may have been encountered during the year. But more importantly this provides information to further develop the ongoing program for the benefit of future participants.
- The final commitment of your student is to attend the District Conference. Make sure your student is aware of the dates/place for the Conference and that the club has made the necessary arrangements for their attendance.
- Upon their return home arrange for the student to be the guest speaker at your club where they will have the opportunity to share their experiences of their year abroad. Parents/guardians should be invited to attend this meeting. This should occur before the end of February to mid March. That shows the student that the club is interested in their exchange and gives them an opportunity to express their appreciation. Invite the district committee to be represented.
- Assist your student to settle back into their home environment. Adjusting back into their home can be as difficult for the student as when they first went away. Please keep regular contact for at least 3 months after the student returns to assist the student and their family following the exchange. This period is when Reverse Culture Shock can occur and is quite usual. The parents may also be experiencing some issues of understanding this new worldly sibling.

WHILST ON EXCHANGE

Counsellors, please ensure the student knows to:

- Accept all decisions of their Host Rotary club and their host families, Counsellors and their natural parents.
- Be adaptable - become part of their host family.
- Use the host language and participate in and experience the culture of the host country.
- Be prepared for culture shock and know how to deal with it.
- Present talks to their Host club and other organisations about Australia, their community and themselves.
- Participate, be busy and get involved in their:
 - School
 - Host family
 - Host club
 - New community;
- Make friends with students from their host country – not only make friends with exchange students.
- Attend local Rotary meetings, especially those of your host club.
- Dress appropriately for all occasions especially more 'formal' ones.
- Never plan without asking - ask their host family and their host club before committing to anything.
- Be prepared for the unexpected.
- Observe, adjust and adapt to the Host country's culture and laws.

IT MAY BE HARD FOR YOUR STUDENT TO COME BACK HOME

Counsellors, be aware that when your student returns home there may still be phases of elation, anxiety and depression which they will have to work their way through. Please keep in touch with your student and help them through these stages.

- It is only a short year and they should have made the most of it.
- Everyone will have spoilt them.
- In many ways they will have been on they're own and very independent.
- They will have made so many new friends and it will have been hard to leave them.
- They may have strong ties to their host families.
- Possibly they will have been torn between leaving their new home and returning to their family in Australia.
- They should try not to show their family how they are missing their host families.
- There will be a difficult re-adjustment period now they have returned home.
- They could be experiencing a feeling a loss, a 'let down' and homesickness in reverse.
- They could have a feeling that nobody understands them, nobody loves them and they just want to go "home" (back to their host country).
- It is important they make a determined effort to return to study and to again get involved in their normal life.

Re-adjusting to their home culture after a year abroad will probably be just as difficult as it was to adjust to their host country when they first arrived overseas.

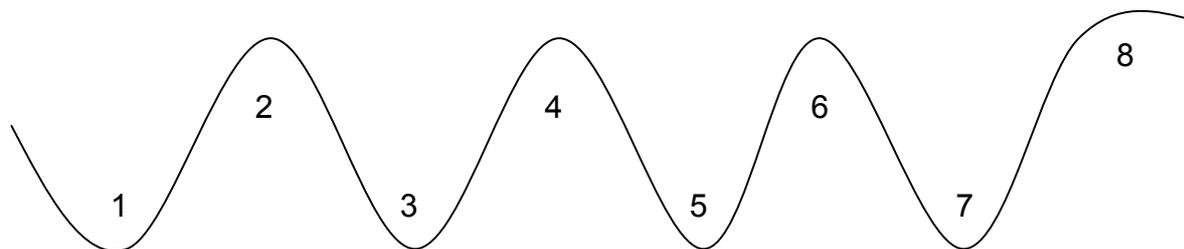
- Their home, family, friends and culture here in Australia, have not stood still during their absence. Some things have changed while they have been away.
- They will have grown up and changed their perspectives on many things. They have become 'multi-national' in their thinking and in some of their beliefs.
- The student and their family will undergo a re-adjustment period in which they may feel uncomfortable with each other.
- Their friends may appear indifferent to them and perhaps even jealous of their experiences. They might find that they no longer have the same things in common anymore. Things may not be the way they remembered them and their attitude towards some aspects of our Australian culture may now have changed.
- It is important for the student to recognise the symptoms of re-entry shock and to cope as best as they can, with as much support as possible from you, as their Counsellor.
- Make sure that they attend the compulsory de-brief morning on their return.
- Students have a group of peers among the other returned exchange students in District 9810. Encourage them to reconnect with them and build a support network for themselves.
- Encourage them to become an active 'Rotex' member and to stay involved with Youth Exchange.

YOUR COMMITMENT TO YOUR STUDENT

If by chance, you are unable to meet the commitment of being Counsellor due to a move or workload or a holiday, please:

- Discuss this with your student don't just disappear.
- Make sure that your successor takes over with these guidelines to guide them, and is aware of what you have done to date.

The Exchange Cycle



1. Application Anxiety

2. Selection/Arrival Fascination

*Elation
Expectation*

3. Initial Culture Shock: 1-6 Months

Novelty wears off

Characteristics:

*Sleeping Habits
Disorientation
Language difficulties
Fatigue (Mental/Physical)
Eating*

4. Surface Adjustments

After initial "down"

Settle in:

*Language improves
Navigate culture
Friends
Social Life*

5. Mental Isolation

Frustration increases

New sense of isolation

Boredom

Lack of motivation

Unresolved problems

Language problems

6. Integration/Acceptance

Begin to examine society

Accept surroundings/self

7. Return Anxiety

Preparation for departure

Realise changes

Desire to stay

Results:

Confusion/Pain

Breaking of bonds

No promise of renewal in future

8. Shock/Reintegration

Contrast of old and new

Family/friends

Difficulty to accept change

Not the center of attention

Others not interested in experience

Reorientation

All exchange students experience phases of elation, anxiety and depression. One or more of these phases will be experienced near the time of application processing. Various phases will then continue even after the student returns home. It is important that you anticipate and calmly accepted dealt with it.

The best method to resolve each occurrence is to keep the student busy and remember that all the exchange students before them, with them and who follow them, will experience similar circumstances.

Counsellors and host families need to know that exchange students will experience these phases and should not be alarmed. They should be ready to help the student work their way out of the down cycles.

The time necessary to work through each phase is not predictable and will depend on the student and the circumstances.

So, once again we can quote the saying:

'Nothing is better or worse – just different'

Honeymoon Stage

Think of the first stage of cultural shock as the honeymoon stage. This occurs in the first few days of you arriving in your host country.

Symptoms of honeymoon stage:

- Excitement and euphoria
- General anticipation of everything that you are about to experience
- Everything and everyone you encounter is new and many times exciting
- You'll probably be eager to learn the language spoken in your host country

During the honeymoon stage you will be poised to take on the challenges of living broad.

Frustration Stage

After the honeymoon stage your initial excitement may wane. You also may start to feel frustration; this is the onset of the frustration stage. Frustration can occur for various reasons.

Symptoms of the frustration stage:

- Some of your initial excitement dissipates
- Feelings of anxiety, anger and homesickness creep in
- You might reject your new environment and begin to have a lack of interest in your new surroundings
- You'll become frustrated with trying to speak a foreign language

How to handle the frustration stage

- Don't blame the host country or its people for your feelings. Your anxiety and frustration happens to millions of people who study, work or travel abroad.
- Remember, you're in a new environment and getting accustomed takes time. How you handle this frustration that determines how you to grow from your experience abroad.
- Don't be negative; you'll only prolong the feelings of frustration.
- Stay positive. Think about the experience you're having living abroad and learning about new people, food, and culture.
- Try keeping a journal chronicling your experiences.

Understanding Stage

The understanding stage arrives when you develop a more balanced view of your experience abroad.

Characteristics of the understanding stage

- You become more familiar with the culture, people, food and language of your host country
- You will have made friends
- You become less homesick
- You'll be more comfortable with speaking and listening to the language spoken in your host country
- You become more comfortable and relaxed in your new environment
- You better handle the situations you previously found frustrating

Acclimation Stage

During the acclimation stage you will begin to feel like you really belong in your new environment.

Characteristics of the acclimation stage

- ❖ You'll be able to compare the good and bad of your host country with the good and bad of your home country
- ❖ You feel less like a foreigner and more like your host country is your second home
- ❖ You laugh about things that frustrated you at earlier stages of cultural shock
- ❖ Once you reach the acclimation, you'll have the satisfaction of knowing that you can live successfully in two cultures; this is a huge milestone.

Important Guidelines For Your Student:

Please discuss with your student the following requirements expected from them as an Exchange Student:

ALCOHOL

- Underage drinking of alcoholic beverages is expressly forbidden. Students who are of a legal age must refrain at public gatherings. If the host family offers a student an alcoholic drink, it is permissible to accept it under their supervision in their home.

SMOKING

- Smoking is discouraged.

DRUGS

- With the exception of prescribed medication, use of any drugs is not permitted. Use of illegal drugs would result in immediate repatriation (if not imprisonment!).

DRIVING

- The student is not authorized to operate any motorized vehicle or participate in driver education programs. This will make the student's insurance cover void.

DATING

- The student is discouraged from forming a steady and serious romantic attachment because the focus then becomes the relationship instead of the exchange.

STUDENT ALLOWANCE

- The hosting club provides the exchange student an allowance of US \$120 per month minimum. This is to be used for incidental personal expenses, entertainment, etc. Through the allowance provided by Rotary and parental resources, exchange students are expected to be financially self-supporting in terms of personal expenses, clothing, entertainment, and travel when not part of a host family event.

REPORTS/LETTERS

- Make sure that the student sends their required reports to their respective Rotary district back home.
- The student needs to keep in touch with their sponsoring club. This contact is important, especially when the student returns home.

USE OF HOME TELEPHONE AND INTERNET

- The student must understand that it is a privilege, not a right, to use the home computer or telephone of their host family. Host parents must make sure there is a mutual understanding of this usage and should decide in advance, whether the student will need to pay for telephone or Internet charges.

USE OF MOBILE PHONES

- The student should purchase pre-paid phone package with the assistance of their host family or counsellor after arrival. Under no circumstances have the student's home phone or an Australian phone on Global Roaming: Discuss the economical use of Smart Phones and similar devices.

SCHOOL

- Reiterate with your student that school enrolment is as a full-time student and the expectation is to attend classes and take part in all normal school activities.

TRAVEL

- Unauthorised travel is forbidden. Depending on the travel destination, if it is outside their District, prior permission must be gained from their Host Parents, Host Rotary Club Counsellor, Host District Country Coordinator or Chairman and/or their biological parents/guardians.

TRAVEL INSURANCE

- Ensure that your student has travel insurance that meets the minimum guidelines recommended by Rotary International for Youth Exchange Students.

RETURN HOME

- Ensure that your student is aware that he/she must return home directly by a route mutually agreeable to their Host District and their parents/guardians.

FAMILY VISITS

- You may need to reiterate with your student that visits by parents/guardians, siblings or friends are discouraged early in the period of exchange and toward the end of the exchange. Such visits, if they are to be arranged, may only take place with the host Club and District's consent and within their guidelines.

ABUSE OR HARASSMENT

- It is important to emphasise to your student that abuse or harassment must not be tolerated. They should talk to their Host Counsellor, the Host Parents, Country Coordinator, other trusted adults, if they encounter any form of abuse or harassment whilst on their exchange.

Health Insurance

Please discuss the following with your student:

- At any moment from a student's departure until their return to Australia they are as likely to suffer illness or incur injury as if they were at home.
- It is a requirement to have **comprehensive insurance, which is compliant with Rotary International and valid medical and hospital insurance** for their Host country. Students are fully covered by insurance for health, medical and hospitalisation from their time of departure until their return home.
- Students do not need to take out any extra insurance.

ROTARY'S INSURANCE POLICY

- All students accepted into the Youth Exchange Program will be provided with the Rotary Insurance package which covers the risks of:
 - ❖ Personal accident, injury and/or death
 - ❖ Funeral expenses
 - ❖ Return of body remains
 - ❖ Travel
 - ❖ Loss of personal belongings
 - ❖ Personal liability
 - ❖ Medical insurance
 - ❖ Hospitalization
 - ❖ Terrorism

- The Rotary Youth Exchange Australia Insurance Policy is amongst the most extensive student exchange policies available anywhere in the world.
- Rotary is insured under a travel insurance policy that may be accessed by the nominated Youth Exchange Student (your student). The travel insurance policy is underwritten by the insurer, ACE Insurance Limited and arranged through Aon Risk Services Australia Ltd.
- The policy provides 12 months coverage – it begins from the time a student leaves their home to the time they return to it at the end of the exchange period.
- Access to their cover automatically ends from the time they no longer meet the insured person definition (e.g. they are no longer nominated as a Rotary Youth Exchange student or they return home after completing the exchange program)

POLICY EXCESS

A policy excess of AUD\$250 applies to the following claims:

- Baggage
- Electronic equipment
- Personal liability

POLICY EXCLUSIONS

Like most insurance policies, there are several *exclusions* you should be aware of.

The policy does **NOT** cover:

- Some pre-existing medical conditions unless a 'Fit to Travel' letter provided by a GP
- Professional sports
- Suicide or attempted suicide
- Riot or civil commotion
- Racing a motor propelled vehicle
- Travelling in an aircraft unlicensed to carry passengers.

INSURANCE WALLET

- Your student's Insurance wallet will be emailed to them prior to their departure.
- Parents will be provided with a copy of the contents of the wallet, which will include additional claim forms. We will go through the policy definitions and claim procedures with parents and the students at the Orientation Days.

THE INSURANCE WALLET CONTAINS:

- The insurance policy, which includes the student's name.
- An explanation and instruction booklet.
- The insurance policy number – 04PP005604.
- A claim form – we suggest students take several copies so they always have one if the need arises.
- An ACE Assistance card.

BEFORE THE STUDENT LEAVES ENCOURAGE THEM TO:

- Familiarise themselves with the contents of the wallet.
- Be aware of the exclusions on pre-existing conditions.
- Have a complete medical and dental check up – especially wisdom teeth.
- Check personal items they wish to take and remember Rotary only recommends inexpensive jewellery, watches, cameras, clothing, etc.
- Ensure the student has listed on the policy any additional items high in value - i.e. musical instruments, laptops (remember, the higher the value, the higher the risk).
- Ensure parents have a copy of the insurance wallet.

WHILST AWAY ENCOURAGE YOUR STUDENT TO:

- Carry their ACE Assistance card with them at all times and that they know how to use it;
- Ensure their host family and/or your host club counsellor is aware of the contents of the wallet and how to use the card.



HOW STUDENTS SHOULD USE THE ACE ASSISTANCE CARD

- Contact the local telephone operator in the Host country and ask for a reverse charge call to ACE Assistance on **+61 2 8907 5995** (24 hour telephone access 365 days of the year)
- Say: ***I am a Rotary Exchange Student***
- State their name and contact details [student's phone number]
- State the nature of the problem.

WHEN TO USE THE CARD

- In any emergency situation.
- Whenever authorisation for payment is required e.g. for hospital or medical costs.
- For urgent legal advice.
- Students must **not** use the card for general inquiries.

WHEN NOT TO USE THE CARD

- For any general insurance enquiry such as "Is my camera insured" or "I've lost my iPad what do I do to make a claim?" **ACE Assistance is an emergency service for serious matters.**

TIPS FOR YOUR STUDENT TO STAY SAFE

Your student will have these tips in their Student Handbook, but it would be good for you to go over these tips with your student and encourage them to ask about anything they are not sure of:

- 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. NEVER suffer in silence!
- 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 given that some countries impose death penalties for drug offences.
- Carry the telephone numbers for the emergency services in your host country and keep them handy.
- Tell your host parents 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.
- Look out for anything that might hurt or threaten you or anyone in your group and tell someone responsible.
- If you are out at night in the centre of town, stay in places with streetlights and wherever you are, make sure that you don't get separated from your friends.
- 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.
- Keep enough money to make a telephone call.
- 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.
- Dress and behave sensibly and responsibly.
- Be sensitive to local codes and customs.
- Think things through carefully before you act and do not take unnecessary risks.
- Always look and behave confidently.

QUESTIONS TO ASK THEIR HOST FAMILY

Remind your student to go through these questions each time they move to a new host family as it makes things easier for everyone if things are clear from the outset:

- Would you prefer that I call you by your first name or by another name?
- I will make my bed, keep my room tidy at all times and clean the bathroom after I use it. What else should I do regularly?
- What are normal meal times? The normal daily routine for the household? Discuss any dietary requirements that you may have and work out suitable alternatives.
- Do I have a permanent job at meal times – lay or clear the table, wash or dry the dishes, empty the rubbish?
- May I help myself to food and drink (within moderation) or should I ask first?
- What are the arrangements for school lunches?
- What are the laundry arrangements? Where should I put my dirty clothes? Should I do my own washing and ironing?
- Where can I keep my toiletries? May I use family soap, shampoo or toothpaste?
- When is the most convenient time for me to use the bathroom? Are there any water restrictions?
- What areas of the house are private?
- Do you have any dislikes that I should avoid?
- What times should I go to bed and rise in the morning? Is this different for weekends?
- May I use the stereo, TV, DVD, computer, sewing machine or workshop tools?
- Can I go out during the week? At weekends? Under what conditions?
- What are the responsibilities of house employees? (if there are any) How should I address them?
- May I have my own pictures or posters in my bedroom?
- Where should I store my luggage?
- If I have a problem getting home, I will phone you. If I am going to be late I will phone you within 30 minutes. Is that acceptable?
- May I invite friends around during the day, to stay the night or for a weekend?
- What are your expectations of me if I use the home phone?
- What postal address should I use for incoming mail?
- Should I use public transport to and from school, to the city, for outings at night and during the day?
- When and how are birthdays of host family members celebrated?
- Are there any other special or festive days you observe?

IF I HAVE A PROBLEM, HOW WOULD YOU LIKE ME TO HANDLE IT?

DUTY OF CARE

In November 2002, the RI Board of Directors adopted a ***Code of Conduct for Working with Youth***. It states:

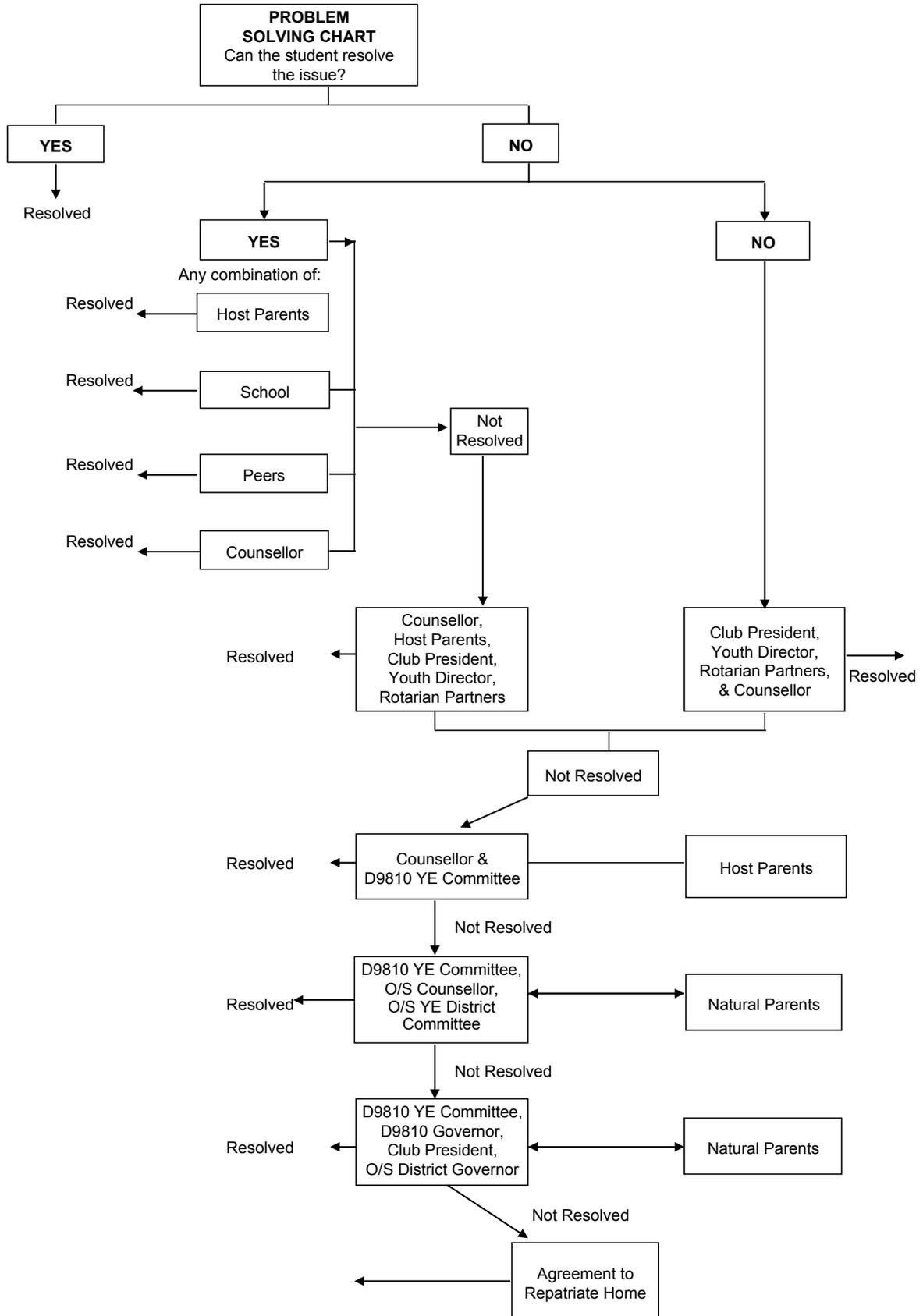
“Rotary International is committed to creating and maintaining the safest possible environment for all participants in Rotary activities. It is the duty of all Rotarians, Rotarians’ spouses, partners, and other volunteers to safeguard to the best of their ability the welfare of, and to prevent the physical, sexual, or emotional abuse of children and young people with whom they come into contact.”

CHARTER FOR CHILD PROTECTION (2002)

- All children have the right to live free from harassment, intimidation and abuse.
- Rotarians commit to a rejection of this type of behaviour.
- Breaking the silence on this issue is a responsible approach to this matter.
- Allegations by children regarding breaches of this issue will be responded to promptly and sensitively.
- Rotary Clubs and District Committees when planning and carrying out activities involving children will adhere to relevant legislation.
- Appropriate 'Risk Assessment' and reporting procedures are to be established including appropriate training programs.
- Rotary’s Youth Programs should be conducted in a professional manner, sensitive to all relevant issues.
- A 'child' is a person under the age of eighteen years.
- This Charter shall apply to all relevant programs of Rotary where Rotarians are involved in a 'person in authority' role.
- This Charter should be applied to Group Study Exchange, Rotaract and like programs.
- Rotary International also fully supports the aims and objectives of the United Nations Convention on the Rights of the Child, which guarantees a child’s right to protection and good and basic levels of care.
- The principles and philosophy of the Convention should be carried over into all activities with which Rotarians engage with young people and are bound to implement all necessary measures to ensure a safe and supportive environment for all children and youth. Australia is a signatory to this UN Convention.
- The District 9780 Youth Exchange Committee is fully committed to adopting and fulfilling the principles and practices as laid down in the RI Code of Conduct for Working with Youth, the RI Guidelines on the prevention of abuse and harassment of young people, the Charter for Child Protection and the UN Declaration of the Rights of the Child.
- All young persons involved in District 9810 Youth Exchange have the right to feel safe and comfortable whilst they are a part of that activity and the district, participating clubs and Rotarians are committed to achieving and implementing this policy.

- A Youth Exchange program may find it difficult, if not impossible, to eliminate *all* threats of harm to students.
- Duty of care is an all-embracing term. It has become more publicised in the community over the past few years with increased litigation involving sexual and child abuse cases. It is a subject from which Rotary, the district and sponsor and host clubs cannot retreat. The truth is abuse occurs in many forms in society. Rotary is a microcosm of society and, as such, abuse can occur within Rotary without anybody knowing about it.
- Our exchange students; both inbound and outbound, are of an age where they are vulnerable. Differences in culture, language, education and judicial systems and the fact they are so far from home, all contribute to their vulnerability. Our role as Rotarians is to protect and guide those in our care and to safeguard their welfare to the best of our ability.
- An exchange student needs to recognise abuse when it occurs. Indeed, all involved in youth exchange have to be able to do that. Accordingly, their best protection, if exchange students need it, is you, their club Counsellor. You are there to look after their well-being during the period of the exchange. You will be their mentor, friend and confidante - somebody to turn to for advice, guidance, help and counsel. A student must feel confident enough to talk through problems and issues with you or another member of their host Club. They should, officially or unofficially, have two Counsellors, one of each gender. In many cases, it may be a husband and wife team or it may be a member of each gender from the host club.
- The introduction of Certification is another positive step taken by Rotary International to ensure the safety of exchange students.
- Rotary takes the issue of duty of care and dealing with youth very seriously. We will take all reasonable steps to ensure the risk of harm is removed and that youth feel safe and confident when in our care. As Rotarians we rely on the cooperation of our fellow Rotarians in the countries we exchange with, and trust will also take all such reasonable steps. The RI Code of Conduct binds us all. Perfection and the total removal of all elements of harm are not, and cannot, be expected but all will be done within our power to reduce and eliminate the risks. As Rotarians we should be applying the highest of professional, ethical and moral standards in all our dealings.

GRIEVANCE AND PROBLEM SOLVING FLOWCHART





Rotary District 9810

Outbound Exchange Student Counselor's Report

To be sent **within 7 days** of the last day of September, December, March and June,
to both the **Country Coordinator** and **YEP Chairman**

Rotary Exchange Student Name	
Sponsor Club, District and Country	
Report for the Period ending	

Counselor Name			
Telephone – Private		Email – Private	
– Business		Email – Business	

Present Host Family:	Next Host Family:
Name:	Name:
Address:	Address:
Telephone – Private	Telephone – Private
– Mobile	– Mobile
- Email	- Email

Date of expected change to next host family:

During this Reporting Period - has the student:		Yes	No
1	Contacted their natural parent/s?		
2	Contacted their sponsor club?		
3	Experienced any difficulties with their host family?		
4	Experienced any difficulties with their school?		
5	Attended any Rotary club meetings?		
6	Had any illness, accident or injury?		
7	Felt unsafe at any time ?		
8	Felt homesick?		
9	Had any problems?		

Provide any further comments;



Rotary District 9810 Outbound Exchange Student Report

*To be emailed **BEFORE** the last day of reporting month to your **Country Coordinator** and **YEP Chairman***

Rotary Exchange Student Name	
Host Club, District and Country	
Report for the Period ending	

Host Club	Sponsor Club:
Counselor	Counselor
Telephone – Private	Telephone – Private
- Mobile	- Mobile
- Email	- Email

Host Family:	Next Host Family: Date of change:
Name:	Name:
Address:	Address:
Telephone – Private	Telephone – Private
- Mobile	- Mobile
- Email	- Email

Information required since your last Monthly Report

*Please **CHECK** either the Yes or No box and enter any relevant comments where shown*

	During this past Month – have you;	Yes	No	Comments please <i>(Use an additional page if necessary)</i>
1	Contacted your parents?			
2	Contacted your sponsor club?			
3	Contacted your sponsor club counselor?			
4	Met with your host club counselor?			
5	Experienced any difficulties with your host family?			
6	Experienced any difficulties with your school?			
7	Attended any Rotary club meetings?			
8	Performed any public speaking engagements?			
9	Participated in any sporting or social activities?			
10	Had any illness, accident or injury?			
11	Felt unsafe at any time ?			
12	Felt homesick?			
13	Had any visits from your family?			
14	Travelled out of District 9810?			
15	Had any financial problems?			
16	Attended school every school day?			
17	Planned to travel during next month?			
18	Planned to travel for the month after next?			
19	Had any problems?			

Communicating and Reporting

Keeping in Touch



Once your year of exchange has commenced there will be many people interested in knowing and hearing about your experiences and the progress of the exchange - both the good and the bad! They include your family, your sponsor club, counselor and district, your friends back home, and your host club, host counselor and the Youth Exchange Committee here in Australia.

Of course, in the ever-changing world of communication, it's now so easy through the Internet and e-mail. It's important to keep open the lines of communication with your home, community and especially your friends, as it will help you 'settle back in' when you return from your exchange.

Computer and Internet

The use of the computer/internet connection at your host family's home or at school is a privilege, not a right, during your exchange year.

- Discuss with your host family and/or teacher what the Guidelines are for using the computer and what the guidelines are for using the internet.
- For some families and schools, they are charged for all of the time spent on the internet, so be sure you understand any time limit.
- If you are setting up a new **email account**, it is most helpful to include your name in the address as it makes it easier to identify you immediately.
- It is most important that you check your emails regularly as your country coordinator and YEP Chairman will use email communication to keep you informed.



Blogging

Blogs are popular these days and they are a convenient way to communicate without leaving anyone out. There are a few words of caution required here:

- You need to remember that the Internet is also a convenient way for perpetrators to find you.
- It is an international advertisement that can help anyone find out what your name is, what you look like and where you live.
- When/if you use a weblog take precautions by using a reputable provider, use all available security features, and avoid posting personal details.
- Even with all of these precautions, you are never 100% secure from hackers.

Facebook and MySpace

You should think very seriously about what you post on MySpace or Facebook, because the consequences could be dire.

- Anyone 'in the know' can view these social networking sites and see your profile and things you have posted;
- All we are trying to do is to convince you to be cautious;
- What seems an innocent form of 'having fun' and 'keeping in touch' with friends could become a tool used against you;
- Don't be afraid to join Facebook or MySpace, but don't put anything on 'the web' that you wouldn't want someone to find;
- Remember that you are an ambassador for your home country and for Rotary; it could be your counselor or a host family member who finds those inappropriate photos or reads some of your posts about a reckless adventure.



Your Monthly Report

During your exchange, you are required to complete a regular report each and every month while you're on exchange: There are two ways we want you to report to us.

- **The Report Form** requires that you give us specific detail every second month. A template of this form will be emailed to you and we suggest you keep a master copy, which you can make a copy

We ask you to send a short **email letter** with this Report Form to your Country Coordinator and YEP Chairman before the last day of the nominated months of February, April, June, August, October and December.

- **The email letter** should tell us about the progress of your exchange and allows you to inform us of anything you feel is important for us to know. We would also like to hear of your experiences, challenges and successes. Aim at writing at least half an A4 size page of text. This will cover a two-month period and is also sent to your Country Coordinator and YEP Chairman before the last day of the alternate months of March, May, July, September and November.

In District 9810 it is a mandatory requirement of your exchange that these reports be completed, commencing with the Report Form and a short email letter for the month of February 2011. This is an important tool in assisting you to have a happy and fulfilling exchange. Communication is at the least a two-way responsibility.

