



IndoAustay Volunteer Training Manual

2023-2024



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Introduction

The Australian Indonesian Association of Victoria has been in existence for more than 50 years. It is a community organisation dedicated to fostering closer relationships between Australian and Indonesia at the grass-roots, person-to-person level. The AIAV receives no government funding and volunteers carry out all its work.

IndoAustay Ltd is a public company limited by guarantee. AIAV and the Australian Indonesian Association of New South Wales are member organisations.

Its main purpose is to set up to organise cultural and linguistic exchanges for students between Indonesia and Australia.

About IndoAustay

IndoAustay relies on a network of dedicated volunteers to run its exchange programs. IndoAustay's organisational structure is below.

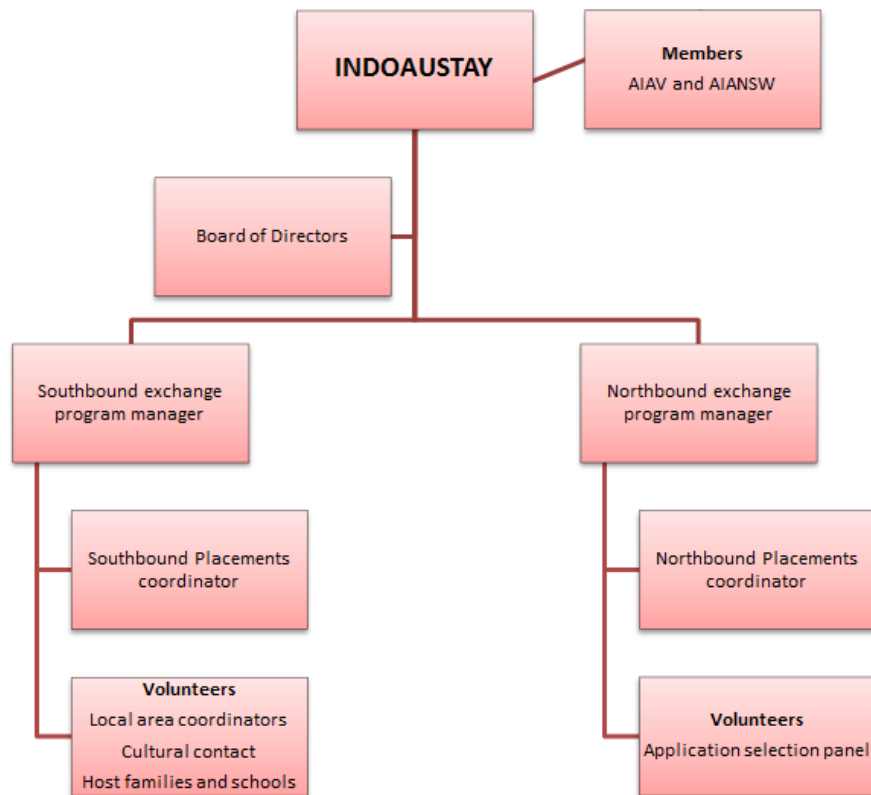
Both the Northbound and Southbound exchange programs have a team of manager and coordinator who deliver the programs. The IndoAustay Directors are also actively involved in managing the programs.

Volunteers who assist with running exchange programs take on various support roles. These include:

- **Local area coordinators:** People who live within 200km of exchange students in regional areas. These coordinators are local points of contact for students and families where the program manager and IndoAustay Directors cannot provide immediate face to face support.
- **Cultural contacts:** People who provide advice and support to host families and exchange students on cultural issues. This may be issues like cultural differences, home sickness, language, Indonesian or Australian customs.
- **Host families:** Families who voluntarily host exchange students during the exchange program.
- **Application review panel:** The Northbound exchange program asks Australian students to apply for the program. The Application review panel is a set of volunteers from education and teaching backgrounds with strong knowledge of Indonesia that select and confirm participants.

Some roles like the Cultural contact are called on as required, with less active involvement in the program.

IndoAustay organisation structure



About the exchange program

Two school exchange programs occur at least every two years. Programs have generally run each year. The Northbound (Australia to Indonesia) exchange occurs during December and January, while the Southbound (Indonesia to Australia) exchange occurs during August and September. Approximately three to 10 students participate in the program.

These guest students (exchangees) are placed with host families.

Host families will have at least one child of the same sex and similar age studying at a similar level as the exchangees. and in most cases at the same school as their host brothers or sisters. No more than three exchangees will attend the same school, attendance being from Monday to Friday. If there is a mosque conveniently nearby, some Muslim students may wish to be excused for an hour or so to attend Friday prayers, and could also appreciate the school providing an appropriate room (not necessarily the same one each time) enabling them to pray at other times.

Exchangees will follow as far a possible the normal curriculum of the school at an appropriate level, but schools may be willing to allow them to tailor or repeat attendance of certain classes to suit individual needs or interests. For example extra English classes may be available, and other modifications to the daily timetable may be negotiated. Where possible, the exchangee will attend the same class as a host

brother or sister in order to assist in adjustment. The exchangees may also be used as a native-speaking resource in the school's Indonesian language classes.

IndoAustay is the guardian of exchange students during the exchange program period and reserves the right to move students at any time.

Key exchange program contacts

The key contacts for the Northbound and Southbound exchange programs are as follows:

Person	Position	Contact Details
Brendan Ryan	IndoAustay Southbound Exchange Program Director - Melbourne	+61 405 042 905 brendanemryan@yahoo.com.au exchange@indoaustay.org
Lilya Fauza Hasan	IndoAustay Northbound Program Deputy Director - Melbourne	+61 449 786 270 lilyafauza@gmail.com
Colin Style	Compliance & Health Director - Melbourne	+61 448 552 788 cstyles@iprimus.com.au
Diski Naim	IndoAustay Managing Director	+61 417 477 333 diskinaim1971@gmail.com
Neri Herwandi	YMAS Northbound and Southbound Exchange Program Director - Bandung	+62 812 2303 4090 neri@upi.edu
Prof. E. A. Aminudin Aziz	YMAS Managing Director, Bandung	aminudin@upi.edu

Expectations for volunteers

Exchange program volunteers include host families, host schools, members of IndoAustay and the Australian Indonesian Association of Victoria who assist with running the program.

Host schools and host families are notified of their role and responsibilities in the Guidelines for Host Families and Guidelines for Schools policies.

Schools and host families agree to abide by IndoAustay's policies and the VRQA guidelines by signing registration forms.

Volunteers from IndoAustay and the Australian Indonesian Association of Victoria must complete IndoAustay's fit and proper persons test and the Victorian government Working with Children's Check. IndoAustay is a Child Safe organisation that upholds the Victorian [ChildSafe standards](#).

Volunteers are expected to attend annual IndoAustay information briefings, training sessions and other meetings as required.

If volunteers have any questions or require support, they should contact the Program Manager or IndoAustay Directors.

Volunteers Code of Conduct

Volunteers are expected to uphold the following:

All staff, volunteers and board members of IndoAustay are required to observe child safe principles and expectations for appropriate behaviour towards and in the company of children, as noted below.

All personnel of IndoAustay are responsible for supporting the safety, participation, wellbeing and empowerment of children by:

- adhering to IndoAustay child safe policy at all times / upholding IndoAustay statement of commitment to child safety at all time
- taking all reasonable steps to protect children from abuse
- treating everyone with respect
- listening and responding to the views and concerns of children, particularly if they are telling you that they or another child has been abused and/or are worried about their safety or the safety of another
- promoting the cultural safety, participation and empowerment of Aboriginal children (for example, by never questioning an Aboriginal child's self-identification)
- promoting the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds (for example, by having a zero tolerance of discrimination)
- promoting the safety, participation and empowerment of children with a disability (for example, during personal care activities)
- ensuring as far as practicable that adults are not left alone with a child
- reporting any allegations of child abuse to IndoAustay leadership, and ensure any allegation to reported to the police or child protection
- reporting any child safety concerns to IndoAustay leadership
- if an allegation of child abuse is made, ensure as quickly as possible that the child(ren) are safe
- encouraging children to 'have a say' and participate in all relevant organisational activities where possible, especially on issues that are important to them.

Staff and volunteers must not:

- develop any 'special' relationships with children that could be seen as favouritism (for example, the offering of gifts or special treatment for specific children)
- exhibit behaviours with children which may be construed as unnecessarily physical (for example inappropriate sitting on laps. Sitting on laps could be

appropriate sometime, for example while reading a storybook to a small child in an open plan area)

- put children at risk of abuse (for example, by locking doors)
- do things of a personal nature that a child can do for themselves, such as toileting or changing clothes
- engage in open discussions of a mature or adult nature in the presence of children (for example, personal social activities)
- use inappropriate language in the presence of children
- express personal views on cultures, race or sexuality in the presence of children
- discriminate against any child, including because of culture, race, ethnicity or disability
- have contact with a child or their family outside of our organisation without our child safety officer's knowledge and/or consent (for example, no babysitting). Accidental contact, such as seeing people in the street, is appropriate)
- have any online contact with a child or their family (unless necessary, for example providing families with e-newsletters)
- ignore or disregard any suspected or disclosed child abuse.

By observing these standards you acknowledge your responsibility to immediately report any breach of this code to IndoAustay leadership.

If you believe a child is at immediate risk of abuse phone 000.

Victorian Qualifications & Registration Authority National Guidelines for the Operation of International Secondary

Student Exchange Programs in Australia

All volunteers must read and agree to abide by the VRQA national guidelines governing international exchange programs. These guidelines outline the various responsibilities of IndoAustay as the Student Exchange Organisation such as duty of care, emergency preparedness, dispute resolution and other matters.

IndoAustay's own policies and procedures outline the process for meeting the requirements of the VRQA guidelines. Depending on their role in the exchange program, volunteers are also expected to adhere to IndoAustay's policies and procedures.

Duty of care

IndoAustay's duty of care policy outlines the expectations for volunteers. IndoAustay is the legal guardian of exchange students during the exchange program.

Host families act as representatives of IndoAustay and oversee their guest students. Host families agree to abide by IndoAustay's Guidelines for Host Families and the Victorian Registration & Qualifications Authority's guidelines. Obviously, the host

school shares in this role to the extent that the guest student is in contact with staff members who would see this as a normal enough extension of their duty of care.

However, in an emergency occurring outside school attendance, the requirement for rapid and responsible action falls on host families. They are required to contact IndoAustay's Program Manager.

Host families are required to act in the interests of their exchangee (just as they would for their own children), and to advise promptly both school and IndoAustay personnel of their actions in response to the emergency.

IndoAustay retains the right to remove exchange students from host families, re-assign them to another location or return them back to their own home at any time. This discretion may be exercised depending on the wellbeing of the child, sudden illness or family emergencies, at the host family's request or other circumstances.

Other day-to-day matters also fall on the host family. This includes signing consent forms for school activities and excursions, and requesting absence from the host school for whatever reason.

All volunteers are bound by the mandatory reporting requirements of the Children, Youth and Families Act 2005 if they have reasonable grounds to believe that a child participating in the exchange (under 16 years of age) is in need of protection. Any incident or allegation of actual or alleged sexual or physical abuse of an exchange student must be reported to IndoAustay, who will inform the law enforcement agency and the VRQA.

Expectations for host families and schools

Guidelines for Host Schools

Hosting a student can be an extremely rewarding experience for everyone in the school community, yet it is a role that carries a lot of responsibility. Host schools are to meet the following requirements and expectations:

Before the student arrives

- Appoint a school representative or liaison to act as the point of contact for IndoAustay
- The school representative is expected to disseminate relevant information to students, answer any questions from families about the exchange or refer these to IndoAustay if answers cannot be readily provided
- It is hoped that the school representative will be very supportive of the exchange program and will encourage students and their families to become involved. Sometimes families can be reluctant to host children from other countries. However, after some initial encouragement and their own experience, they find it highly enriching and enjoyable.
- Familiarise yourself with the Guidelines for Host Families and the Rules for Exchange Students provided by IndoAustay to understand the role of host families and the expectations of visiting students

- Know how to contact IndoAustay and the nominated contact person in case of an emergency.

During the exchange

- Provide a safe and welcoming classroom environment for trust and friendship to develop between the student and the school community
- Gently encourage the Indonesian students to learn and use their English skills
- Recognize the student's special and or cultural occasions such as Ramadan and Idul Fitri.
- In case of an emergency, know how to access and use the student's travel insurance policy.
- Voice any concerns and questions regarding the student to IndoAustay or the host family, including serious homesickness, difficulty adapting to family life or school, or illness.
- Exercise supervisory and parental responsibility to ensure the student's well being at school.
- Encourage involvement in school events and extracurricular activities.
- Teach the student about the local culture, and learn about the student's culture.
- Advise the student about matters related to school, family, community functions, and friendship.

Further Information

Host parents and other household members aged 18 years and over are required to undertake a "Working with Children" police check that can be provided to IndoAustay at least two months prior to the exchange.

An information briefing and orientation session will be organised by IndoAustay for host families. IndoAustay also provides families with a Southbound Booklet for Host Families to facilitate an understanding of the expectations of the exchange.

Indonesian host families receive assistance for the food and accommodation costs of Australian exchange students during the program period. This assistance recognises the difference in relative wealth and income between Australia and Indonesia. Parents and guardians of exchange students are notified of these subsidy arrangements prior to making their application.

Please note that these requirements for the exchange may be subject to change.

Guidelines for Host Families

Hosting a student can be an extremely enjoyable and informative experience for

everyone in the family, yet it is a role that carries a lot of responsibility. Host families are to meet the following requirements and expectations:

Before the student arrives

- Participate in a training and orientation session to be organised by IndoAustay
- Familiarise yourself with the Cultural Handbook
- Understand the program rules that the student must follow
- Know how to contact IndoAustay and the nominated Exchange contact person in case of an emergency.

During the exchange

- Provide a safe and welcoming environment for trust and friendship to develop between the student and your family.
- Support and make the student feel like a part of the family, with the same privileges and obligations.
- Gently encourage the student to learn and adopt most of the ways of your household.
- Provide room and board for the student. All students must have their own bed. If the student must share a room, it should be with a child of the same gender and similar age.
- Provide a place in the home where the student may study in private.
- Recognize the student's birthday and other special occasions such as Ramadan and Idul Fitri.
- Ensure the student knows how to contact family members, friends, and other support networks.
- In case of an emergency, know how to access and use the student's travel insurance policy.
- Voice any concerns and questions regarding the student to IndoAustay, including serious homesickness, difficulty adapting to family life or school, or illness.
- Maintain close contact with the host school and address problems and concerns quickly.
- Exercise supervisory and parental responsibility to ensure the student's well being.
- Encourage involvement in community life by introducing the student to neighbours, friends, and local groups.
- Teach the student about the local culture and learn about the student's culture.
- Advise the student about matters related to school, family, community functions, and friendship.

Further Information

Host parents and other household members aged 18 years and over are required to undertake a “Working with Children” police check that can be provided to IndoAustay at least two months prior to the exchange.

An information briefing and orientation session will be organised by IndoAustay for host families. IndoAustay also provides families with a Southbound Booklet for Host Families to facilitate an understanding of the expectations of the exchange.

Rules for exchange students

All participating exchange students are subject to the following rules during their time in Australia.

As an Exchange Student they are representing their Indonesian school and homeland. Breaking of the rules may result in the student’s immediate return home. At the very least, the Exchange Manager will need to be notified of any breach of the rules.

Strict Rules & Conditions of Exchange

1. Always carry around your IndoAustay identification card with you. This card will have important emergency information and contact details that you or others with you can follow in order to contact the appropriate IndoAustay director.
2. Obey Australian laws. If found guilty of breaking any law, students can expect no assistance from their sponsors or from the Indonesian Government. Students will be returned home as soon as authorities release them.
3. The student is not allowed to possess or use illegal drugs. Medicine prescribed by a doctor is allowed.
4. The student is not authorized to operate a motorized vehicle, neither on or off roads
5. Smoking and the consumption of alcohol are prohibited.
6. Avoid serious romantic activity. Abstain from sexual activity and promiscuity.
7. Do not borrow without permission. Stealing is a crime. There are no exceptions.
8. Unauthorized travel without your host family is not allowed. Students must obtain approval from IndoAustay for any travel and overnight stays .
9. The students must be covered by a health and/or travel insurance policy approved by IndoAustay
10. The student must attend school regularly, and obtain permission from the school for any absences.

11. If you are not comfortable with your host family or accommodation, you are not permitted to independently organise alternative arrangements. You must approach the contact person nominated by IndoAustay. IndoAustay can then organise alternative arrangements if deemed desirable
12. If you experience harassment of any kind (racial, religious, gender, sexual), you must advise IndoAustay as soon as possible so corrective action can be taken, thereby also preventing recurrences to other people. Do not wait you return to Indonesia before making a complaint.
13. Uphold IndoAustay's social media policy that prohibits exchange students from posting racist, offensive or explicit sexual material, engaging in bullying or defamatory behavior or invading their host families privacy by posting photos or making inappropriate statements.
14. Abide by the rules and conditions of exchange provided to you by IndoAustay

Common Sense Rules and Conditions of Exchange

1. Become an integral part of the Host Family, assuming duties and responsibilities normal for an Australian student of your age and normal for other children in the family. Respect your hosts' wishes.
2. Improve your English. Use this opportunity to immerse yourself in the language and culture of Australia.
3. Get involved in your school and community activities. Plan your recreation and spare time activities around your school and community friends. Do not spend all your time with the other exchange students.
4. Do not borrow money. Pay any bills you incur promptly.
5. If you are offered an opportunity to go on a trip or to an event, make sure you understand any costs you must pay and your responsibilities before you go.
6. You must show proof of proper immunization.
7. Students should have sufficient financial support to assure their well being during the exchange period. Your host family will cover your food and accommodation costs, but any other activities may require that you pay yourself.

8. Any costs relative to a student's early return home or any other unusual costs, (e.g., language tutoring, tours, etc.) shall be the responsibility of the student's Indonesian parents/guardians.
9. Students must return home directly by a route agreed mutually by IndoAustay and student's parents/guardians.
10. You will be under IndoAustay's authority while you are an exchange student. Indonesian parents/guardians must avoid authorizing any extra activities directly with their son/daughter. If the student has relatives in Australia or is aware of a visit to Australia by a staff member from his/her Indonesian school, these people will have no authority over the student while the student is in the program.
11. Remember every minute you spend texting or phoning family and friends back in Indonesia is equivalent to slowing down your adaptation to Australian life by a whole day. E-mail or posting information on social networks such as Facebook is better.

Ongoing monitoring and communication

IndoAustay's program manager is responsible for overall coordination of program resources for both Northbound and Southbound programs including liaison.

IndoAustay's program management team provides liaison in Australia. Our Indonesian exchange partner plays the same role in Indonesia.

IndoAustay provides 24/7 access to support through the Program Manager.

The program management team provide effective liaison with schools including providing the school with host family and organisation contact details and providing information about the student, including copies of school and other reports as requested.

IndoAustay uses a form called the Student Report to monitor students and liaise with schools. The form is completed by teachers at host schools for each student in the exchange. The Program Manager will then follow up with the host schools based on the feedback provided in the report. Host schools and teachers are often in regular communication with IndoAustay during the exchange program.

The report asks for information on the following indicators that are described in the VRQA guidelines. These include:

- the student is attending secondary school full time and is not undertaking other significant studies

- the student abides by the conditions of his or her visa, including employment conditions
- the student's school attendance, performance, progress and behaviour are in accordance with the school's requirements and policy

The Program Manager compiles the fortnight's reports and contacts the host school, family or student for follow up if required.

Disciplinary procedures

If exchange students contravene any of the exchange rules for students, IndoAustay will intervene and make a decision about whether to remove the student from a host family or send a student back to their home country.

Depending on the nature of the matter, students may receive a cautionary warning and be placed on notice.

Emergency Management Plan

IndoAustay has an emergency management that all volunteers are required to read and adhere to. This plan outlines the procedure in case of an emergency and the expectations for host families, host schools and parents/guardians.

In case of emergency, IndoAustay must immediately be notified. Support services will be provided to students, including counseling, medical or consular services, emergency accommodation and other services. Parents/guardians will also be notified immediately.

While we would encourage families and exchange students to undertake as many activities and experiences as they wish, we understand that sometimes unexpected things can occur. In the event that something goes wrong, please keep the following guidelines in mind.

1. Purpose

The purpose of this Emergency Management Plan (EMP) is to provide details of how IndoAustay will prepare for and respond to emergency situations.

2. Scope

This EMP applies to all IndoAustay volunteers, exchange students, volunteers and host families.

3. Emergency procedure and contacts

In an emergency requiring **Police, Ambulance and MFB/CFA** attendance call **000**. The Program Manager should then be immediately notified.

Key Contact	Position	Contact details (After hours)
Brendan Ryan	IndoAustay Southbound Exchange Program Director - Melbourne	+61 405 042 905 brendanemryan@yahoo.com.au exchange@indoaustay.org
Lilya Fauza Hasan	IndoAustay Northbound Program Deputy Director - Melbourne	+61 449 786 270 lilyafauza@gmail.com
Diski Naim	IndoAustay Managing Director	+61 417 477 333 diskinaim1971@gmail.com
Neri Herwandi	YMAS Northbound and Southbound Exchange Program Director - Bandung	+62 812 2303 4090 neri@upi.edu
Lisa-Ann Han	IndoAustay Northbound Exchange Program Director - Melbourne	+61 412 556 333 lme_han@yahoo.com
Russel Ogden	IndoAustay Northbound Program Deputy Director - Melbourne	+61 449 786 270 russello@dcsi.net.au
Victorian Registration & Qualifications Authority	Government regulator	03 9637 2806
Ambulance, Fire, Police	Emergency contact	000

4. IndoAustay management team responsibilities

Pre-emergency

- Maintain current contact details of IndoAustay volunteers and host families
- Conduct regular reviews of the emergency management plan
- Ensure our emergency response procedures are kept up-to-date

- Ensure IndoAustay volunteers are aware of their responsibilities.

During emergency

- Ascertain the nature and scope of the emergency
- Ensure that the emergency services and relevant authorities have been notified
- Ensure VRQA has been notified (if required)
- Ensure the appropriate response has been actioned
- Convene IndoAustay volunteer team (if required)
- Initiate evacuation of affected areas/lock-down/lock-out/shelter-in-place as required
- Brief the incoming emergency services and respond to their requests.

Post-emergency

- When the incident is rendered safe or the emergency services return control, notify the IndoAustay volunteers and students to return to normal operations
- Organise debrief with the IndoAustay team
- Notify relevant authorities and parents in Indonesia or Australia
- Complete the Post Emergency Record
- Provide post-event support services to the student or enlist support services from preferred providers if required.

5. Overview of responsibilities

The student

Always carry your IndoAustay contact card with you. It has important contact numbers for you to use in the case of an emergency.

The first consideration in the case of an emergency is to take considered steps to protect yourself. Unless it unsafe to do so stay where you are. If it is unsafe to stay where you are then move to a safer location but as close as possible to where you are currently.

Immediately contact someone in authority and tell them about your predicament. Contact specialist resources where appropriate. The emergency services main contact number in Australia is 000. They have specialist operators who can discuss the emergency with you and put you through to the service that can best handle your problem.

Always contact the IndoAustay resource number as soon as you can.

IndoAustay

IndoAustay will make an assessment and will as it sees appropriate contact the relevant authority, for example the police, emergency services. It will also as deemed appropriate, contact the host family, the school our Indonesian managers your family, the Indonesian Government representative such as embassy or consular officials and/or VRQA.

The Host Family

In the case of any emergency the Host Family must contact firstly the appropriate authority and secondly IndoAustay. IndoAustay believes host families are best placed to decide how deal with emergencies that occur in their family and for the duration of our Exchange Program we expect you to deal with the student as you would deal with one of your own children.

However participation in the program brings its responsibilities and one of these is to immediately notify IndoAustay of any emergency. In the case of decisions involving the exchange student IndoAustay has the final say in determining any course of action.

The School

The school must notify IndoAustay whenever there is any risk actual or implied to the health and/or welfare of the student.

6. Emergency response procedures

Students participating in IndoAustay's high school exchange programs will be in various different locations. Therefore, IndoAustay's emergency management plan is provides a broad framework for responding to a variety of scenarios.

The two main environments where students will be during the exchange are at host schools and host family homes. Host schools have their own emergency response procedures and plans. These will apply to students while they are at school.

It is unlikely that IndoAustay staff will be present during emergencies, as students are dispersed in schools and homes. Students are given guidance about broad responses to emergencies.

Emergencies that are particularly critical are:

- Student arrest
- Death in the family
- Serious illness
- Experiences of violence or self-harm.

6.1 Student arrest

In the event of a student arrest:

- Host families should immediately notify IndoAustay and VRQA
- Coordinate information on students with the relevant authorities
- IndoAustay and the exchange organisation partner will notify and coordinate information to consular officials and families
- The exchange organisers will engage legal representation to secure release with relevant consular officials
- IndoAustay will notify student's Travel Insurance Agency
- The exchange organisers will organise an early departure home if required, including flights and visas
- IndoAustay will provide post return social support or counselling if required.

Actions after arrest and issues resolution

- Ensure any students, host families or others with medical or other needs are supported.
- Determine if there is any specific information students, host families or others need to know (for example, consular officials)
- Notify other exchange students, host families and families back home of the incident and outcome.

6.2 Death in the family

In the event of informing an exchange student about a death in the family at home:

- IndoAustay or the exchange partner organisation will notify the student
- The student will be provided with counselling and emotional support services
- The student will be given the choice to return home
- If the student agrees, IndoAustay or the exchange partner organisation will organise for an early departure home
- IndoAustay and the exchange organisation partner will notify and coordinate information to consular officials and families
- IndoAustay will notify the student's Travel Insurance Agency.

Actions after arrest and issues resolution

- Ensure any students, staff or visitors with medical or other needs are supported.
- Determine if there is any specific information students, host families or others need to know (for example, consular officials).

6.3 Serious illness

If the exchange student is involved in a serious accident or suffers from an illness that requires urgent medical attention:

- The host family or exchange organisation partner should call emergency services and seek and follow advice
- Ensure communications with emergency services is maintained
- Wait for emergency services to arrive or provide further information
- Contact IndoAustay
- IndoAustay or the exchange partner organisation will notify families back home, VRQA and other consular officials as required
- IndoAustay will notify the Travel and Health Insurance company
- The exchange organisation team will confirm medical advice about treatment and ability to travel home for treatment if required
- The child's family will advise whether they should be returned home if medical opinion deems travel safe
- The exchange organisation team will organise safe travel home so the child can be reunited with family.

Actions after on-site evacuation/relocation procedure

- Ensure any students, staff or visitors with medical or other needs are supported.
- Determine if there is any specific information students, families or volunteers need to know (for example, parent reunification process or areas in countries to avoid)
- Undertake operational debrief with volunteers and others to identify any evacuation and procedural changes that may be required.

6.4 Experiences of violence, abuse or self-harm

If the exchange student experiences violence, abuse or self-harm:

- The host family or exchange organisation partner should call emergency services and seek and follow advice if required
- Ensure communications with emergency services is maintained

- Wait for emergency services to arrive or provide further information
- If there is no immediate threat or further violence, abuse or self-harm, the host family should immediately contact the exchange organisation team
- IndoAustay or the exchange partner organisation will notify families at home, VRQA, local authorities and other consular officials as required
- The exchange organisation team will organise legal representation if required
- IndoAustay will notify the Travel and Health Insurance company
- The exchange organisation team will confirm medical advice about treatment and the student's ability to travel home for treatment if required
- The family at home will advise whether the child should return home based on discussions with the child
- The exchange organisation team will work with local officials to provide evidence and testimony if required
- The exchange organisation team will organise safe travel home so the child can be reunited with family.

Actions after on-site evacuation/relocation procedure

- Ensure any students medical or other needs are supported
- Determine if there is any specific information students, families or volunteers need to know (for example, parent reunification process or areas in countries to avoid)
- Undertake operational debrief with volunteers and others to identify any evacuation and procedural changes that may be required.

6.5 On-site evacuation/relocation procedure

When it is unsafe for students, staff and visitors to remain inside the school building.

- **Call 000** for emergency services and seek and follow advice.
- Evacuate students, staff and visitors to the agreed evacuation point
- Take your emergency kit/first aid kit (including your student identification card)
- Once at your primary and/or secondary assembly point/s, check all students, staff and visitors are accounted for
- Ensure communications with emergency services is maintained.
- Wait for emergency services to arrive or provide further information

- Confirm with emergency service personnel that it is safe to return to normal operations.
- Seek advice from your organisation/auspice body if required.
- Maintain a record of actions/decisions undertaken and times.
- Contact IndoAustay and parents as required.

Actions after on-site evacuation/relocation procedure

- Ensure any students, staff or visitors with medical or other needs are supported.
- Determine whether to activate your parent re-unification process.
- Determine if there is any specific information students, staff and visitors need to know (for example, parent reunification process or areas of the facility to avoid).
- Print and issue pre-prepared parent letters and give these to students to take home.
- Undertake operational debrief with staff and Incident Management Team to identify any on-site evacuation and procedural changes that may be required
- Notify IndoAustay and Complete your Post Emergency Record.

6.6 Off-site evacuation procedure

If it is unsafe for students, staff and visitors to remain on the school grounds:

- **Call 000** for emergency services and seek and follow advice.
- Identify which off-site assembly point you will evacuate staff, students and visitors to.
- Evacuate staff, students and to the agreed evacuation point
- Take your emergency kit/first aid kit (including student identification cards)
- Once at primary and/or secondary assembly point/s, check all students, staff and visitors are accounted for
- Ensure communications with emergency services is maintained
- Wait for emergency services to arrive or provide further information.
- Confirm with Emergency Service personnel that it is safe to return to normal operations.
- Seek advice from your organisation/auspice body if required.

- Maintain a record of actions/decisions undertaken and times.
- Contact IndoAustay and parents as required.

Actions after off-site evacuation procedure

- Ensure any students, staff or visitors with medical or other needs are supported. Determine whether to activate your parent re-unification process.
- Determine if there is any specific information students, staff and visitors need to know (for example, parent reunification process or areas of the facility to avoid).
- Print and issue pre-prepared parent letters and give these to students to take home.
- Undertake operational debrief with staff and Incident Management Team to identify any off-site and procedural changes that may be required.
- Complete your Post Emergency Record

6.7 Lock-down procedure

When an external and immediate danger is identified and it is determined that the students should be secured inside the building for their own safety.

- **Call 000** for emergency services and seek and follow advice.
- Initiate the lock-down and provide instructions to staff, for example, close internal doors and windows, remain in classroom, sit below window level or move into corridors.
- Check that all external doors (and windows if appropriate) are locked.
- If available, allocate staff to be posted at locked doors to allow students, staff and visitors to enter if locked out.
- Divert parents and returning groups from the school if required.
- Ensure a telephone line is kept free.
- Keep public address system free.
- Keep main entrance as the only entry point. It must be constantly monitored and no unauthorised people allowed access.
- If safe to do so, have a staff member wait at the main entry to the school to guide emergency services personnel.

- As appropriate, ascertain that all students, staff and visitors are accounted for.
- As appropriate, confirm with emergency services personnel that it is safe to return to normal operations.
- Seek advice from your organisation/auspice body if required.
- Maintain a record of actions/decisions undertaken and times.
- Contact IndoAustay and host parents as required.

Actions after lock-down procedure

- Ensure any students, staff or visitors with medical or other needs are supported.
- Determine whether to activate your parent re-unification process.
- Determine if there is any specific information students, staff and visitors need to know (for example, parent reunification process or areas of the facility to avoid).
- Print and issue pre-prepared parent letters and give these to students to take home.
- Undertake operational debrief with staff and Incident Management Team to identify any lock-down and procedural changes that may be required.
- Complete your Post Emergency Record.

6.8 Lock-out procedure

When an internal immediate danger is identified and it is determined that students should be excluded from buildings for their safety.

- **Call 000** for emergency services and seek and follow advice.
- Announce lock-out with instructions about what is required. Instructions may include nominating staff to:
 - lock doors to prevent entry
 - check the premises for anyone left inside
 - obtain Emergency Kit
- Go to the designated assembly point/s
- Check that students are all accounted for.
- Where appropriate, confirm with emergency service personnel that it is safe to return to normal operations.

- Seek advice from your organisation/auspice body if required.
- Maintain a record of actions/decisions undertaken and times.
- Contact IndoAustay and host parents as required.

Actions after lock-out procedure

- Ensure any students, staff or visitors with medical or other needs are supported.
- Determine whether to activate your parent re-unification process.
- Determine if there is any specific information students, staff and visitors need to know (for example, parent reunification process or areas of the facility to avoid).
- Print and issue pre-prepared parent letters and give these to students to take home.
- Undertake operational debrief with staff and Incident Management Team to identify any lock-out and procedural changes that may be required.
- Complete your Post Emergency Record.

6.9 Shelter-in-place procedure

When an incident occurs outside the school and emergency services or the Chief Warden determines the safest course of action is to keep students and staff inside a designated building in the school (as evacuation might reasonably expose people to a greater level of danger until the external event is handled), the Chief Warden on-site will take charge and activate the Incident Management Team if necessary.

- **Call 000** for emergency services and seek and follow advice.
- Chief Warden activates the Incident Management Team.
- Move all students, staff and visitors to the pre-determined shelter-in-place area
- Take your emergency kit/first aid kit (including your student and staff attendance lists and a copy of this EMP).
- Check that all students, staff and visitors are accounted for.
- Ensure communications with emergency services is maintained.
- Wait for emergency services to arrive or provide further information.
- Maintain a record of actions/decisions undertaken and times.

- Where appropriate, confirm with emergency service personnel that it is safe to return to normal operations.
- Seek advice from your organisation/auspice body if required.
- Contact parents as required.

Actions after shelter-in-place procedure

- Ensure any students, staff or visitors with medical or other needs are supported.
- Determine whether to activate your parent re-unification process.
- Determine if there is any specific information students, staff and visitors need to know (for example parent reunification process or areas of the facility to avoid).
- Print and issue pre-prepared parent letters and give these to students to take home.
- Undertake operational debrief with staff and Incident Management Team to identify any shelter-in-place and procedural changes that may be required.
- Complete your Post Emergency Record (refer to Appendix 4 of the *Guide to Developing Your Emergency Management Plan*).

Appendices

Grievance Procedure for IndoAustay Exchange Students

1. Aims of the Grievance Procedure:

- Outline how IndoAustay exchange students, their parents and/or guardians have the same rights to fair and equitable access to a grievance procedure process
- Define IndoAustay's roles and responsibilities in ensuring the efficient organization, management and administration of the exchange program
- Inform exchange students where their complaints, problems or grievances should be directed and that in attempt will be made to resolve the issue when it is first raised
- Outline the dispute resolution process where a resolution cannot be reached in the first instance
- Nominate the first contact person for host families, school principals and involved teaching staff are aware should a conflict or grievance arise.

2. The Grievance Policy:

2.1 IndoAustay aims to resolve issues between the student and the other parties directly in a timely way. If this goal is not able to satisfactorily resolved the grievance then it will be escalated to the next level and until it is resolved, or a final determination is made at the highest level.

2.2 The Levels

1. Combination of host parents, school principals and involved teaching staff or peers.
2. The program management group directly responsible for organising the program
3. The IndoAustay Directors.

2.3. Equity

The student shall have the right to a fair and equitable access to a grievance procedure

2.4. Categories of grievances include, but are not restricted to:

- Financial
- Professional standards of care
- Discrimination
- Abuse and harassment (note: sexual abuse and harassment have strict protocols which must be followed)
- Misconduct.

2.5 Procedures for the resolution of a grievance should include, where necessary:

1. Notification of complaint

If any person (including but not limited to the host parent, host school or exchange student) has a complaint about the exchange program they should immediately notify the Program Manager.

2. Assessment (including access to translation and/or interpreter services)

The Program Manager will notify the involved parties (host family, host school, exchange student and others) about the nature of the complaint within 48 hours. If the complaint occurs during the exchange program, IndoAustay will assess whether it is a minor, major or critical risk.

If the exchange student is in immediate danger or may require protection, IndoAustay will remove the child and notify their family and the relevant authorities.

IndoAustay will hold a meeting with the relevant individuals to discuss the complaint and mediate a solution. If required, access to translation and/or interpreter services will be provided.

3. Investigation and referral

IndoAustay will investigate the complaint to determine the corrective actions that need to be taken.

Support services will be provided to the exchange student, including but not limited to counselling services, legal assistance or medical attention. The exchange student will be continually monitored by the Program Manager to ensure their wellbeing.

4. Conciliation / arbitration

IndoAustay will undertake conciliation with the involved parties, if deemed appropriate. Based on its investigations, IndoAustay will make a decision regarding an immediate course of action, corrective actions and preventative measures.

5. Resolution

Following investigation and conciliation, all parties will be notified about the resolution process.

6. Communication and explanation of decision and acknowledgement of outcome

All parties will be notified about the decision and notified about the outcome. If the

complaint is about IndoAustay's policies, processes or conduct, the results of the investigation or actions in response to the complaint will be shared with the relevant parties.

If the matter has been referred to authorities, the outcome will be settled through legislative mechanisms.

IndoAustay will notify the Victorian Qualifications & Registration Authority about serious complaints and/or complaints that are referred to the authorities.

2.7. Who is ultimately responsible for resolving the conflict?

The Directors of IndoAustay ultimately assume responsibility for resolution of conflicts. The involvement of other IndoAustay officers in the process of resolution is a consequence of delegation of this responsibility.

2.8 Emergency Management Plan

While we would encourage families and exchange students to undertake as many activities and experiences as they wish, we understand that sometimes unexpected things can occur. In the event that something goes wrong, please keep the following guidelines in mind.

The student

Always carry your IndoAustay contact card with you. It has important contact numbers for you to use in the case of an emergency.

The first consideration in the case of an emergency is to take considered steps to protect yourself. Unless it unsafe to do so stay where you are. If it is unsafe to stay where you are then move to a safer location but as close as possible to where you are currently.

Immediately contact someone in authority and tell them about your predicament. Contact specialist resources where appropriate. The emergency services main contact number in Australia is 000. They have specialist operators who can discuss the emergency with you and put you through to the service that can best handle you problem.

Always contact the IndoAustay resource number as soon as you can.

IndoAustay

IndoAustay will make an assessment and will as it sees appropriate contact the relevant authority, for example the police, emergency services. It will also as deemed appropriate, contact the host family, the school our Indonesian managers your family, the Indonesian Government representative such as embassy or consular officials and/or VRQA.

The Host Family

In the case of any emergency the Host Family must contact firstly the appropriate authority and secondly IndoAustay. IndoAustay believes host families are best placed to decide how

deal with emergencies that occur in their family and for the duration of our Exchange Program we expect you to deal with the student as you would deal with one of your own children.

However participation in the program brings its responsibilities and one of these is to immediately notify IndoAustay of any emergency. In the case of decisions involving the exchange student IndoAustay has the final say in determining any course of action.

The School

The school must notify IndoAustay whenever there is any risk actual or implied to the health and/or welfare of the student.

2.9 Emergency Management Plan

IndoAustay has an emergency management that all volunteers are required to read and adhere to. This plan outlines the procedure in case of an emergency and the expectations for host families, host schools and parents/guardians.

In case of emergency, IndoAustay must immediately be notified. Support services will be provided to students, including counseling, medical or consular services, emergency accommodation and other services. Parents/guardians will also be notified immediately.

2.10 Disciplinary procedures

If exchange students contravene any of the exchange rules for students, IndoAustay will intervene and make a decision about whether to remove the student from a host family or send a student back to their home country.

Depending on the nature of the matter, students may receive a cautionary warning and be placed on notice.

Child Safe policy

Our children

This policy is intended to empower children who are vital and active participants in our organisation. We involve them when making decisions, especially about matters that directly affect them. We listen to their views and respect what they have to say.

We promote diversity and tolerance in our organisation, and people from all walks of life and cultural backgrounds are welcome. In particular we:

- promote the cultural safety, participation and empowerment of Aboriginal children
- promote the cultural safety, participation and empowerment of children from culturally and/or linguistically diverse backgrounds
- ensure that children with a disability are safe and can participate equally.

Our staff and volunteers

This policy guides our staff and volunteers on how to behave with children in our organisation.

All of our staff and volunteers must agree to abide by our code of conduct which specifies the standards of conduct required when working with children. All staff and volunteers, as well as children and their families, are given the opportunity to contribute to the development of the code of conduct.

Training and supervision

Training and education is important to ensure that everyone in our organisation understands that child safety is everyone's responsibility.

Our organisational culture aims for all staff and volunteers (in addition to parents/carers and children) to feel confident and comfortable in discussing any allegations of child abuse or child safety concerns. We train our staff and volunteers to identify, assess, and minimise risks of child abuse and to detect potential signs of child abuse.

We also support our staff and volunteers through ongoing supervision to: develop their skills to protect children from abuse; and promote the cultural safety of Aboriginal children, the cultural safety of children from linguistically and/or diverse backgrounds, and the safety of children with a disability.

New employees and volunteers will be supervised regularly to ensure they understand our organisation's commitment to child safety and that everyone has a role to play in protecting children from abuse, as well as checking that their behaviour towards children is safe and appropriate (please refer to this organisation's code of conduct to understand appropriate behaviour further). Any inappropriate behaviour will be reported through appropriate channels, including the Department of Health and Human Services and Victoria Police, depending on the severity and urgency of the matter.

Recruitment

We take all reasonable steps to employ skilled people to work with children. We develop selection criteria and advertisements which clearly demonstrate our commitment to child safety and an awareness of our social and legislative responsibilities. Our organisation understands that when recruiting staff and volunteers we have ethical as well as legislative obligations.

We actively encourage applications from Aboriginal peoples, people from culturally and/or linguistically diverse backgrounds and people with a disability.

All people engaged in child-related work, including volunteers, are required to hold a Working with Children Check and to provide evidence of this Check. Please see the [Working with Children Check](http://www.workingwithchildren.vic.gov.au) website <www.workingwithchildren.vic.gov.au> for further information

We carry out reference checks and police record checks to ensure that we are recruiting the right people. Police record checks are used only for the purposes of recruitment and are discarded after the recruitment process is complete. We do retain our own records (but not the actual criminal record) if an applicant's criminal history affected our decision making process.

If during the recruitment process a person's records indicate a criminal history then the person will be given the opportunity to provide further information and context.

Fair procedures for personnel

The safety and wellbeing of children is our primary concern. We are also fair and just to personnel. The decisions we make when recruiting, assessing incidents, and undertaking disciplinary action will always be thorough, transparent, and based on evidence.

We record all allegations of abuse and safety concerns using our incident reporting form, including investigation updates. All records are securely stored.

If an allegation of abuse or a safety concern is raised, we provide updates to children and families on progress and any actions we as an organisation take.

Privacy

All personal information considered or recorded will respect the privacy of the individuals involved, whether they be staff, volunteers, parents or children, unless there is a risk to someone's safety. We have safeguards and practices in place to ensure any personal information is protected. Everyone is entitled to know how this information is recorded, what will be done with it, and who will have access to it.

Legislative responsibilities

Our organisation takes our legal responsibilities seriously, including:

- Failure to disclose: Reporting child sexual abuse is a community-wide responsibility. All adults in Victoria who have a reasonable belief that an adult has committed a sexual offence against a child under 16 have an obligation to report that information to the police.[1]
- Failure to protect: People of authority in our organisation will commit an offence if they know of a substantial risk of child sexual abuse and have the power or responsibility to reduce or remove the risk, but negligently fail to do so.[2]
- Any personnel who are mandatory reporters must comply with their duties.[3]

Risk management

In Victoria, organisations are required to protect children when a risk is identified (see information about failure to protect above). In addition to general occupational health and safety risks, we proactively manage risks of abuse to our children.

We have risk management strategies in place to identify, assess, and take steps to minimise child abuse risks, which include risks posed by physical environments (for example, any doors that can lock), and online environments (for example, no staff or volunteer is to have contact with a child in organisations on social media).

Regular review

This policy will be reviewed every two years and following significant incidents if they occur. We will ensure that families and children have the opportunity to contribute. Where possible we do our best to work with local Aboriginal communities, culturally and/or linguistically diverse communities and people with a disability.

Allegations, concerns and complaints

Our organisation takes all allegations seriously and has practices in place to investigate thoroughly and quickly. Our staff and volunteers are trained to deal appropriately with allegations.

We work to ensure all children, families, staff and volunteers know what to do and who to tell if they observe abuse or are a victim, and if they notice inappropriate behaviour.

We all have a responsibility to report an allegation of abuse if we have a reasonable belief that an incident took place (see information about failure to disclose above).

If an adult has a reasonable belief that an incident has occurred then they must report the incident. Factors contributing to reasonable belief may be:

- a child states they or someone they know has been abused (noting that sometimes the child may in fact be referring to themselves)
- behavior consistent with that of an abuse victim is observed^[4]
- someone else has raised a suspicion of abuse but is unwilling to report it
- observing suspicious behaviour.

[1] A person will not commit this offence if they have a reasonable excuse for not disclosing the information, including a fear for their safety or where the information has already been disclosed.

Further information about the failure to disclose offence is available on the [Department of Justice and Regulation website](http://www.justice.vic.gov.au/home/safer+communities/protecting+children+and+families/failure+to+disclose+offence) <www.justice.vic.gov.au/home/safer+communities/protecting+children+and+families/failure+to+disclose+offence>.

[2] Further information about the failure to protect offence is available on the [Department of Justice and Regulation website](http://www.justice.vic.gov.au/home/safer+communities/protecting+children+and+families/failure+to+protect+offence) <www.justice.vic.gov.au/home/safer+communities/protecting+children+and+families/failure+to+protect+offence>.

[3] Mandatory reporters (doctors, nurses, midwives, teachers (including early childhood teachers), principals and police) must report to child protection if they believe on reasonable grounds that a child is in need of protection from physical injury or sexual abuse.

See the Department of Health and Human Services website for information about [how to make a report to child protection](http://www.dhs.vic.gov.au/about-the-department/documents-and-resources/reports-publications/guide-to-making-a-report-to-child-protection-or-child-first) <www.dhs.vic.gov.au/about-the-department/documents-and-resources/reports-publications/guide-to-making-a-report-to-child-protection-or-child-first>.

[4] For example behaviour, please see [An Overview of the Victorian child safe standards:](http://www.dhs.vic.gov.au/_data/assets/word_doc/0005/955598/Child-safe-standards_overview.doc) <www.dhs.vic.gov.au/_data/assets/word_doc/0005/955598/Child-safe-standards_overview.doc>