



IndoAustay Southbound
Student Exchange
in association with
Yayasan Mitra Aziziyah Sejahtera (YMAS)

Exchange Handbook
2023-2024

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Kementerian Pendidikan NPWP 66.104382.8-421.000
Kementerian Hukum dan Hak Asasi Manusia no. AHU-2835 01/04/2014

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Introduction

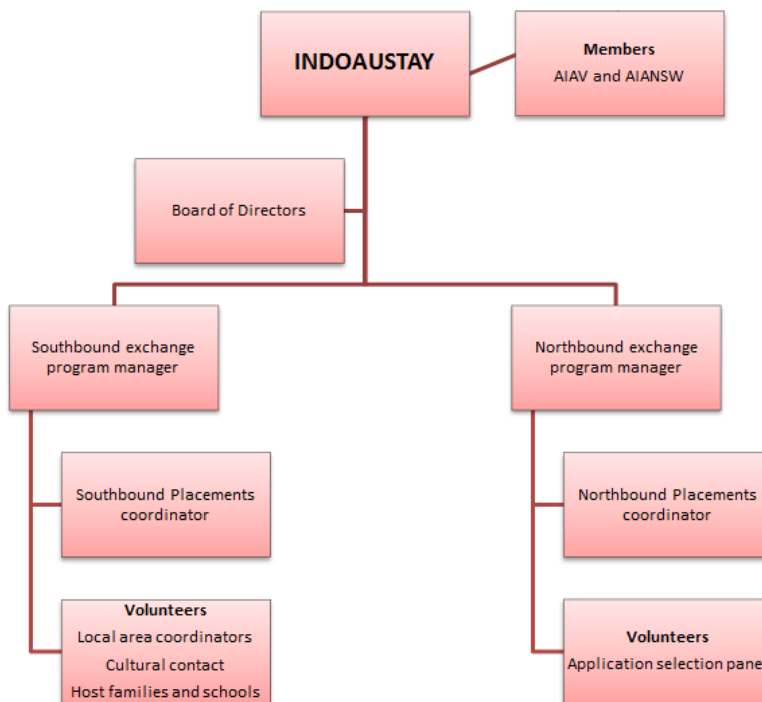
The Australian Indonesian Association of Victoria (AIAV) has been in existence for 60 years. It is a community organisation dedicated to fostering closer relationships between Australian and Indonesia at the grass-roots, person-to-person level. The AIAV receives no government funding and volunteers carry out all its work.

IndoAustay Ltd is a not for profit company limited by guarantee. The AIAV and the Australian Indonesian Association of NSW are members, set up to organise cultural and linguistic exchanges and immersion courses for students between Indonesia and Australia. Since 2008, groups of students from Victorian and South Australian secondary schools have enjoyed six-week homestays in Jogjakarta and Bandung, attending host schools and immersing themselves in Indonesian life and culture. Since 2010, the same exchange pattern has also existed in the opposite direction.

IndoAustay is a child safe organisation. We strive to create and maintain a safe environment for all young people who participate in our exchange programs. IndoAustay is committed to creating and maintaining the safest possible environment for all participants in our exchange programs and language courses. IndoAustay upholds the Victorian Registration & Qualifications Authority's (VRQA) [National Guidelines for the Approval of Overseas Exchange Organisations](#).

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

IndoAustay organisation structure



About the exchange program

This year's Southbound exchange runs from Monday 31 July until Saturday 9 September 2023. It marks the eighth Southbound Exchange whereby Indonesian students will come to Australia for six weeks. Most are completing the equivalent of Year 11 and the rest Year 10. This year's cohort comes from Bandung in Java.

These guest students (exchangees) are being placed, with no more than one per host family, either in Melbourne or Victorian country centres.

Host families will have at least one child of 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 as 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 adaptations 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.

Program overview

The objectives of the exchange are to:

- give students the chance to experience daily home and school life in Australia
- foster cultural understanding between host families and exchange students
- support the development of lifelong friendships.

Students are not attending school to further their academic study, though this has some importance. The main objective is to have an immersive classroom experience, where they are surrounded by English language and the Australian interactive learning environment.

Similarly, students are not in Australia for a holiday where they tour all the exciting holiday destinations. Families should not feel pressured to go out of their way to organise luxurious holidays as the aim of the exchange is for students to experience everyday life in an Australian family. This experience is already sufficiently new and exciting.

IndoAustay is a registered overseas secondary exchange provider, regulated by the Victorian Registration & Qualifications Authority.

We are subject to the **National Guidelines for Student Exchange Providers** which outlines the roles and responsibilities of exchange providers, host families and schools. The guidelines can be viewed online: <http://www.vrqa.vic.gov.au/enews/pages/Edition-17/article4.aspx>

Key contacts

IndoAustay is run by volunteers who are members of the Australian Indonesian Association of Victoria. Key contacts for the exchange programs are below:

Person	Position	Contact Details
Brendan Ryan	IndoAustay Southbound Exchange Program Director - Melbourne	+61 405 042 905 brendanemryan@yahoo.com.au exchange@indoastay.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@primus.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

Child Safe standards

IndoAustay strives to create and maintain a safe environment for all young people who participate in our exchange programs. IndoAustay is committed to creating and maintaining the safest possible environment for all participants in our exchange programs and language courses.

All IndoAustay volunteers, host schools and families must safeguard the children and young people and protect them from physical, sexual, or emotional abuse. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers.

We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures.

We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously.

IndoAustay is committed to preventing child abuse and identifying risks early and removing and reducing these risks. We have robust human resources and recruitment practices for all staff and volunteers. IndoAustay volunteers who host students are required to complete a Working with Children's Check. These forms are to be kept on record by the Program Manager and/or Placements Coordinator. Our organisation is committed to regularly training and educating our staff and volunteers on child abuse risks.

We support and respect all children, as well as our volunteers. We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

We have specific policies, procedures and training in place that support our leadership team, staff and volunteers to achieve these commitments.

Where a youth makes a report of an alleged sexual assault or harassment, the person receiving the report must advise the IndoAustay directors immediately. Where a youth is involved in a critical incident other than sexual assault or harassment, the IndoAustay Directors and VRQA are to be advised. Where appropriate they will implement a response as per the Emergency Management Plan and Risk Assessment plan.

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

For further information, please contact:

Diski Naim

Managing Director, IndoAustay

0417 477 333

diskinaim1971@gmail.com

Duty of care

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.

It also goes without saying that IndoAustay, heavily reliant on volunteers from the membership of the Australian Indonesian Association of Victoria, also has important and ultimate guardianship responsibility.

However, in an emergency occurring outside school attendance, the requirement for rapid and responsible action falls heavily on the host family and, in particular, the host parent(s) who are required to contact IndoAustay's Southbound Exchange Manager, Anita Dewi. Host families are required to act in the interests of their exchangee just as they would for their own child(ren), 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 to their own home in Indonesia 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, which will inform the law enforcement agency and the VRQA.

Protocol for Special Activities and Overnight Stays

When the exchangee is presented with an opportunity to partake in an adventure outside the school environment, say hot-air ballooning, white-water rafting or other activities and sports with an element of risk or danger over and above normal exertion and games, the host family must contact IndoAustay first, which may well decide that this has to be referred to the Indonesian parents for approval.

Concerning absences from school and home, a greater degree of vigilance is required than might be exerted by the host parents with their own children, making allowance for the possibility that the exchangee may come from a more protective home environment than that of the host family (although the opposite could just as easily be the case).

This means that the following requirements apply:

- exchangee should be accompanied where practicable by a host sibling of similar age

when engaging in activity outside the home

- Depending on whether that accompaniment is possible or not, the host parents must be informed of where the exchangee will be and know how to contact people who will be in proximity to the exchangee -- knowing the exchangee's mobile phone number is not sufficient assurance.
- The guest student should not normally be permitted to go visiting other exchangees unless accompanied by a host sibling.

Even then, this should be a rare rather than a frequent event, as every time the exchangee resorts to the company of co-nationals and lapses into speaking Indonesian, it impairs the process of immersion in Australian culture and English language.

You may be supplied with lots of excuses to justify such meetings -- especially birthdays -- and you must not fall for the explanation that "Mum lets me go alone into the city back in Indonesia".

No overnight stays with other exchangees are permissible. You are not her or his Mum or Dad and Australia is not Indonesia, for better and unfortunately, sometimes for worse.

Overnight stays in the same or neighbouring suburb or the same country town as the house of a host siblings could be acceptable provided you are confident that the parents of the household will be there at all times and not permit freedom to range beyond that which you would allow the exchangeee. Again, you need address and phone numbers in addition to the exchangee's mobile.

Any proposed trip involving an overnight stay or longer beyond the city or town in which you are living, must absolutely include an adult member of the host family and must be cleared in advance with the Exchange Manager or their delegate

Activities Weekend

The Activities Weekend occurs on August 20 and 21 in Melbourne city centre.

It is a chance for all exchange students and their host siblings to meet in Melbourne and experience key tourist sites and activities as a group. As there are generally only a maximum of two exchange students placed per school, students appreciate this time to re-connect with their fellow exchange students and host siblings.

Students will meet in Melbourne city centre at 9am on Saturday, 20 August and will be led through a series of cultural and tourist activities. The Activities Weekend is being coordinated by Soraya Dean. She will be assisted by former exchangees, who will provide further details about the itinerary so that you are aware of the tourist destinations that your exchange student will attend.

Attendance is not compulsory for your exchange student or your own child, however, students value this opportunity to spend time with their peers in a group outside the home and school setting.

The program runs from 9-5pm on Saturday. On Sunday, the program re-commences at 9am until 1pm.

Billeting

For those families living in the country, it is too difficult to pick up your children on the Saturday evening and have them attend the Sunday program. Therefore, we offer billeting for the Friday and Saturday night in Melbourne.

Billeting is provided by volunteers who are members of the Australian Indonesian Association of Victoria. Providing the exchangee is accompanied by a host sibling, exchangees will need to find their own way to Melbourne, either using public transport or otherwise, where they will be met and escorted to their accommodation.

Please notify us as soon as possible about your billeting requirements so that we can organise accommodation.

Visa

Incoming students exchange students must enter Australia on a Student Visa (subclass 500) issued through an AASES form.

Health insurance

Incoming students using student visas are automatically required to take out Overseas Student Health Cover. It is vital that the travel insurance cover should provide for optimal medical and hospital cover in the host country.

If the exchange student requires medical care or appointments, please keep a receipt and IndoAustay will reimburse you. We will then handle the health insurance claim process.

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 the fasting month of Ramadan and its concluding Idul Fitri celebration.
- 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 this Southbound Orientation Booklet for Host Families to facilitate an understanding of the expectations of the exchange.

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

IndoAustay abides by the [Victorian Registration and Qualifications Authority guidelines](#) for secondary exchange operators. Schools and host families can contact the Victorian Registration and Qualifications Authority +61 3 9637 2806 to raise concerns at any time.

Guidelines for Host Families

Hosting a student can be a wholly 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.
- Recognise 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 authorised to operate a motorised 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. Unauthorised 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. Spend as little time as possible with 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 immunisation.
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

An IndoAustay program manager is responsible for overall coordination of program resources for both Northbound and Southbound programs including liaison. Liaison is provided through Program Managers or coordinators of either IndoAustay in Australia or 3rd party agents in

Indonesia.

These personnel act as reporting officers 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 each fortnight ended Friday afternoon for each student in the exchange. The representative may contact the school or host family and collect and assess student against areas such as whether:

- 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 IndoAustay program manager is to satisfy himself/herself that the report is satisfactory and if not, liaise with the relevant stakeholders until satisfied and then sign off the report.

Grievance procedure

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.

Appendices

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

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>.

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)
- behaviour 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.

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

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>

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.

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

Key Contact	Position	Contact details (After hours)
Brendan Ryan	IndoAustay Southbound Exchange Program Director - Melbourne	+61 405 042 905 brendanemryan@yahoo.com.au exchange@indoaustray.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 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.

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 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*).

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.

Privacy Policy

Important Privacy Notice and Consent

IndoAustay is covered by the Australian Government Privacy Law and specifically the National Privacy Principles (NPPs), which describes how personal information is managed. This includes the collection, the need for accuracy, its storage, destruction and use.

Personal information is information or opinions about a living individual whose identity is apparent or can reasonably be ascertained from the information or opinion (e.g. a name and address).

Our Privacy Policy applies to any personal information we collect, use or disclose since the inception of IndoAustay.

How and why we collect personal information

We collect personal information either directly from the relevant individuals or indirectly from third parties. For example, Insurance Companies, Medical/Dental practitioners, Schools and publicly available sources etc.

We collect personal information to be able to provide our various services, which includes the selection and placement of students participating in the IndoAustay Student Exchange Program.

We also use it to help to develop our program in relation to the promotion and administration of our services and those of our interest holders and other like participating entities. We will obtain written consent to use photographs.

How we use and disclose personal information

We do not use or disclose personal information for any purpose that is unrelated to our services and that you would not reasonably expect in relation to our services, unless we have your expressed consent.

We have a duty to maintain the confidentiality of our guest students' and host families' affairs, including personal information. Our duty of confidentiality applies except where disclosure of your personal information is with your consent or compelled by law.

We usually disclose personal information to third parties who assist us or are involved in the provision of our services, for example, in arranging the needs and welfare of students, whilst involved in our exchange programs in Australia and overseas.

We take reasonable steps to ensure that your personal information is accurate, complete, and up-to-date whenever we collect or use or disclose it.

If the required personal information is not provided, we, or any involved third parties may not be able to provide appropriate services.

What we expect of you and third parties we deal with

When you provide us with personal information about other individuals, we rely on you to have made them aware that you will or may provide their information to us, the purposes for which we use it, the types of third parties we disclose it to and how they can access it (as described in this document). If it is sensitive information, we rely on you to have obtained their consent to the above.

If you have not done either of these things, you must tell us before you provide the relevant information.

If we give you personal information, you and your representatives must only use it for the purposes we agreed to.

Where relevant, you must meet the requirements of the National Privacy Principles set out in the Privacy Act 1988, when collecting, using, disclosing and handling personal information on our behalf.

You must also ensure that your agents, employees and contractors meet the above requirements.

Security of your personal information

We endeavour to protect any personal information that we hold from misuse and loss, and to protect it from unauthorised access, modification and disclosure.

Information is archived and stored in a secure location for up to five years' following the exchange program. This includes both electronic and hard copies of exchange student applications, files and documents containing personal information.

How to contact us

If you wish to gain access to your personal information, or you want us to correct or update it,

or you have a complaint about a breach of your privacy, or any other query relating to our Privacy Policy, contact us at:

Mail: PO Box 527 Carlton South Victoria 3053.

Email: secretary@indoaustay.org.au

We will respond to your query or complaint as soon as possible and will try to resolve any complaint promptly. If this is not possible, we will contact you within that time to let you know how long we estimate that it will take to resolve your complaint. Any unresolved complaints should be referred to the Privacy Commissioner.

IMPORTANT PRIVACY NOTICE AND CONSENT

This statement tells you we collect, use and disclose personal information.

"Personal Information" is information about, and which identifies, individuals, including, for example, an individual who is an exchange student or applicant, or insured under the youth exchange insurance cover, or an individual who may simply be referred to in the application for exchange, insurance cover or claim form (such as a director, claimant, witness etc). It is important you read and understand the following, which applies from 1 December 2002. Your agreement is provided by your agreement to participate in our program by signing the application.

What we do

We collect personal information from you to be able to provide you with our various services. These include: – selection, placement, counseling and travel insurance services for participants in IndoAustay student exchange program.

Other purposes include helping to develop, identify and promote programs and services that may interest future applicants. This may include but is not limited to publishing your name, photograph and articles on an IndoAustay or participating partner websites. For more information on our services please contact us.

If we don't get the personal information we need, we, or any third parties we disclose the information to, may not be able to provide appropriate services.

We disclose personal information to third parties who we believe are necessary to assist us in providing our services. For example, in arranging and managing your insurance needs we will usually provide information to insurers, reinsurers, other insurance intermediaries, insurance reference bureaus, our advisers such as loss adjusters, lawyers and accountants, and others involved in the claims handling process.

We limit the use and disclosure of any personal information provided by us to such third parties to the specific purpose for which we supplied it (except with the individual's consent). We take reasonable steps to ensure that whenever we collect, use or disclose personal information, it is accurate, complete, and up-to-date.

What we expect of you

When you provide us with personal information about other individuals, we rely on you to have made them aware that you will or may provide their information to us, the purposes we use it for, the types of third parties we disclose it to and how they can access it (as described in this document). If it is sensitive information we rely on you to have obtained their consent to the above.

If you have not done either of these things, you must tell us before you provide the relevant information.

If we give you personal information, you and your representatives must only use it for the purposes we agreed to.

Contacting us and opting out

If we send you any information about services or products, or you do not want us to disclose your personal information to any other organisation (including related bodies corporate) you can opt out by contacting us.

Frequently Asked Questions

1. What is the selection process of the Indonesian students coming to Australia?

IndoAustay works with partner organisations in Indonesia which facilitate the selection of exchange students currently from Bandung and Jogjakarta. Each partner manages the selection of approximately 10 students from ages 14-16. Indonesian secondary schools are invited to submit two applications from students, which state why the student is interested in participating, their own goals for the exchange program.

Selection is based on an interview with the prospective exchange student and the successful completion of medical tests. Students' families are expected to financially cover the cost of the exchange, including flights and spending money.

2. What level of support do you, or your organisation provide for the staff, families, and students in relation to the Indonesian students? Do you hold meetings, check in on student/school progress etc?

Host families are provided with an orientation session on the overall rules and guidelines of the exchange, Indonesian culture and customs as well as logistical information during the exchange period. This briefing is approximately three hours long and is held at least a fortnight before the students arrive.

During the exchange period, the Exchange Program Manager is the point of contact for all queries and issues about exchange students. Teachers are free to contact IndoAustay at any stage regarding the activities of their exchange students. Families are similarly supported in this way.

An Activities weekend is held a month into the exchange program, where all exchange and host students convene in Melbourne for a planned program of sight seeing and activities. This is an opportunity for IndoAustay staff to check in on their progress and ensure that they are adjusting to their new environment.

3. Does the school receive any form of funding to host students?

IndoAustay is a not-for-profit organisation that does not receive any payment for running the exchange. It is entirely volunteer-led and its aim is to provide Australian and Indonesian students with an overseas experience to facilitate cultural ties between the two countries. IndoAustay receives no funding from government, schools or other bodies and therefore does not contribute any funding to schools in exchange for hosting students. We request that families and schools participate in the exchange on a voluntary basis because they share the mission of developing close relationships between Indonesian and Australian students.

4. What are the requirements for families to host Indonesian students?

Prospective host families are asked to fill in an application form listing their contact information, reasons for wanting to become a host family and other cultural experiences and interests.

It is asked that the family provide the host student with their own room and space to pray if the student is Muslim.

All those over 18 who live in the family home are required to obtain a Working with Children Check (WWCC) at least a month prior to the arrival of the exchange student. A WWCC is free for a volunteer working in a role with minors and a form can be obtained from a post office

5. What are the costs involved in hosting a student?

We ask families to cover the costs of food and accommodation during the six week period.

The aim of the exchange program is to offer the Indonesian students an authentic Australian experience of home life. This does not preclude showing students tourist destinations or perhaps taking them on short holidays or special activities, however, this can often cost money and is not a necessary expense for host families to take on.

Indonesian students will have their own pocket money for everyday spending, however, it is asked that they are treated as if they were the family's own child. That is, essential expenses are covered (meals, board and transport), while other discretionary spending is up to the host family.

7. Does your organisation bring the students and return the students to the airport?

Generally speaking, it is expected that families pick up their own exchange students from the airport. We understand that this can be difficult for those in regional areas, however, IndoAustay is run by a handful of volunteers who cannot always transport exchange students long distances.

Car pooling to regional areas is a viable option and where possible, we will try to place several schools in a regional area to minimise the transport burden so this can be shared.

8. Are you able to provide any documentation regarding hosting a student?

Prior to the students' arrival, schools will be provided with their medical history, subjects studied and general profile about their interests. All students must require medical and travel insurance to cover their stay in Australia.

10. How do exchange students spend their day at Australian schools?

For elective subjects, the host school may offer the choice to exchange students, according to their own subjects studied at home or based on their own preferences. In this case, it is only necessary for the exchange student to shadow their host sibling in core subjects.

Generally speaking, it is expected that families pick up their own exchange students from the airport. We understand that this can be difficult for those in regional areas, however, IndoAustay is run by a handful of volunteers who cannot always transport exchange students long distances.

Car pooling to regional areas is a viable option and where possible, we will try to place several schools in a regional area to minimise the transport burden so this can be shared.