



**IndoAustay Northbound
Student Exchange to Indonesia**

**in association with
Yayasan Mitra Aziziyah Sejahtera (YMAS)**

**Exchange Handbook
2023-2024**

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Introduction

The 11th IndoAustay Northbound Exchange program to Indonesia will take place over six weeks between **Saturday, 9 December 2023, and Saturday, 20 January 2024**. Exchange students will be placed at schools in and around Bandung, the capital of West Java, and allocated to nearby homestays with families who have a child in the same school at the same or similar year level.

The program is a defining experience for many exchange students as it is often the first time they can put their classroom language skills to the test with native speakers. They also have an enriching cultural experience with Indonesia that fuels their commitment to studying Indonesian to VCE level and beyond, as well as revisiting the country well into the future.

Exchangees will be subject to a very structured stay, built around the life of a host family to which each is allocated for the entire program, as well as the immediate community and the nearby school attended. They will follow - as far as possible - the normal curriculum of the school at an appropriate level and attend the same classes as their host sibling. The exchangees may also be used as a native speaker in the school's English language classes.

Bandung is the focus of Sundanese culture that extends over much of the western third of Java island. Although it is Indonesia's third largest city, it is of manageable size and less easy to get lost in by contrast with the sprawling capital, Jakarta. The city enjoys good international transport connections through Jakarta or Denpasar, and has a reputation as a centre of culture and learning. The city has hundreds of schools and a large number of tertiary institutions. It is also the focal point of Indonesia's textile industry and many other industrial and scientific endeavours.

About IndoAustay

The Australian Indonesian Association of Victoria Inc. (AIAV) welcomes exchangees through **IndoAustay Ltd.**, a company set up for the express purpose of facilitating the student exchange program. Established in 1956, AIAV is a community organisation that has been dedicated to fostering closer relationships between Australian and Indonesia at the grassroots level for more than 60 years. AIAV receives no government funding and volunteers carry out all its work.

IndoAustay is a not-for-profit volunteer-run company limited by guarantee of its members, AIAV and the Australian Indonesian Association of NSW. It was set up to organise cultural and language exchanges and immersion courses for students between Indonesia and Australia.

Since 2008, groups of students from secondary schools across Victoria and even South Australia have enjoyed six-week homestays in Jogjakarta and Bandung, attending host schools and embracing Indonesian life and culture. Similarly, smaller numbers of students from Victoria and New South Wales have participated in the two week-long immersion course and associated homestay in Jogjakarta.

Since 2010, a reciprocal exchange pattern has also existed with Indonesian students staying with Australian host families in Victoria and South Australia. The exchange principle is country-to-country, not family-to-family nor school-to-school.

IndoAustay is a Child Safe organisation, committed to creating and maintaining the safest possible environment for all participants in its exchange programs and language courses. IndoAustay upholds the Victorian Registration and Qualifications Authority's (VRQA) [National Guidelines for the Approval of Overseas Exchange Organisations](#).

Program Overview

The objectives of the exchange are to:

- give students the chance to experience daily home and school life in Indonesia.
- foster cultural understanding between host families and exchange students.
- support the development of lifelong friendships.
- strengthen students' ability to speak well the language of the host country.

While attending school, the main objective is to have a complete classroom experience, in which exchangees are immersed in the use of Indonesian language and the local learning environment. Students are not attending the host school to further their academic study of subjects in the Indonesian curriculum, so much as to experience subjects familiar to them but taught in Indonesian.

Exchange students are also not in Indonesia for a holiday. Host families are, in fact, asked not to organise trips away with host students since the aim of the exchange is for students to experience everyday life in an Indonesian family. This experience is already sufficiently new and exciting.

IndoAustay is an overseas secondary school student exchange provider approved by the VRQA. It is subject to the National Guidelines for Student Exchange Providers, which outlines the roles and responsibilities of exchange providers, host families and schools. These guidelines can be viewed online: <http://www.vrqa.vic.gov.au/enews/pages/Edition-17/article4.aspx>

Exchangees will live as a member of the family to which they are billeted, each having their own bedroom furnished with bed, table and fan. Outside of school, they will be involved in all of the daily activities of the family. They will also be subject to the rules of the household and the school, and will not be free to move beyond the confines of the immediate neighbourhood without prior approval of either, and in any case not beyond Bandung or nearby host town except on family or approved group or school excursions with adult supervision.

Key Contact

IndoAustay is predominantly run by volunteers who are members of the AIAV. IndoAustay is supported on the ground in West Java by Yayasan Mitra Aziziyah Sejahtera (YMAS). Key contacts for this year's exchange program are as below:

Person	Position	Contact Details
Lisa-Ann Han	IndoAustay Northbound Exchange Program Director - Melbourne	+61 412 556 333 lme_han@yahoo.com exchange@indoaustay.org
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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	aminudin@upi.edu

During the entirety of the program in Indonesia, Bapak Neri Herwandi (“Pak Neri”) of YMAS will monitor Australian exchangees’ progress and be available to solve problems not easily discussed or resolved between exchangee and host family or host school.

For exchangees, **Pak Neri** is the primary point of contact during the program if any problems arise. He must be kept abreast of any serious situation, discomfort, illness or travel plans. For parents and guardians in Australia, **Lisa-Ann Han** remains your point of contact. He will be in frequent communication with YMAS and relay any information or assist with any arrangements to resolve problems if required.

Travel, Passports and Visas

Travel Arrangements

Where possible, it is asked that the exchangees travel together from Melbourne to Indonesia, flying direct from Melbourne to Jakarta or via a stopover in Denpasar (Bali). This will be followed by a bus trip of about two and a half hours from Jakarta to Bandung. A YMAS representative will greet arriving students at Jakarta’s Soekarno-Hatta International Airport to ensure they make a smooth transit to Bandung. On arrival in Bandung, exchangees will be taken to their homestays. A similar arrangement will occur, in reverse, for the return flights.

Passports

A suitable visa to enter Indonesia cannot be issued if the exchangee does not possess a passport with at least six months’ validity from the time of planned entry into Indonesia. For those students still without a valid passport, it is **absolutely vital a passport application be made as soon as possible** in order to participate in the exchange. This process will be slowed if an original birth certificate is missing and has to be replaced.

Passports are valuable documents. You are required by Australian law to report a passport lost or stolen overseas, either online or by contacting the Australian Embassy as soon as possible. Passports should contain contact details such as email address, as well as Australian home address and phone number.

Visas

A “Social Cultural” (*Sosial Budaya*) visa will be arranged for each exchangee for the duration of the program. It is valid for 60 days from the date of entry into Indonesia and is single-entry only, meaning that it will be invalidated if exchangees leave the country and another visa will have to be arranged to go back into Indonesia.

Travelling

From the moment you step onto the aircraft in Melbourne until the moment you return, you are a guest in Indonesia and an ambassador for Australia. It is important, therefore, to act responsibly at all times. Smoking, consuming alcohol, the taking of drugs and any other bad/disrespectful behaviour at any point during the exchange, including whilst on the flights to and from Indonesia, will not be tolerated and may result in expulsion from the program.

Any changes to flight times and dates must be reported to IndoAustay as soon as possible and may incur additional costs if specific additional transport is then required.

Pak Neri and the YMAS team will meet exchangees at arrivals hall. Participants should stay together as a group at this stage, and under no circumstances should they leave the airport without permission from YMAS. Assistance will be given for changing Australian dollars into Indonesian rupiah soon after arrival, so exchangees are asked not to wander off to do this on their own.

Luggage

Exchangees should try to keep luggage to a minimum. Airline baggage allowances can be as little as 18 kilograms for checked luggage, and seven kilograms for those carried onboard (certain dimensions also apply to fit into the overhead compartment). Exact weights and dimensions should be confirmed by contacting the airline directly before departure; Anything over these limits may be subject to steep excess baggage charges, and oversized carry-on baggage may have to be put in the cargo hold. Exchangees should also take into account the size and weight of anything they might bring back from Indonesia for the return leg.

Current security measures in place at airports mean that any liquids or gels in carry-on baggage must be in containers of no more than 100mL and placed all together in one airtight plastic bag (contact airline directly for the most up to date rules on security matters). If you wish to carry a bottle of water onto the plane, you must purchase it inside the departure area after passing through customs and immigration controls. Do not place any sharp objects in your carry-on baggage, including penknives, nail clippers, tweezers and even pointy umbrellas. These will be confiscated at the airport. Pack these items in your check-in luggage.

All bags should be secured with a sturdy lock. Combination locks are best to avoid problems with lost keys. For extra security, baggage wrapping services are available at Tullamarine Airport (Melbourne) and Soekarno-Hatta (Jakarta) for the return trip.

Luggage should be labelled inside and out with name, home address and a contact phone number to help speed recovery in the event of it being lost in transit. Using distinctive straps, ribbons or stickers on your case can also help with recovery, and also makes identifying it on a conveyor belt easier.

Any medication being taken to Indonesia should be accompanied with a prescription to help facilitate clearance through customs. All prescription medication should be clearly labelled with your name.

Bringing a reasonably sized daypack is recommended for carry-on, because it can also be used as a schoolbag and for other outings when in Indonesia. In this you can keep important items such as your passport, airline ticket/receipt and money (cash and cards). These should be kept on your person at all times when travelling to and from Indonesia, and left in a safe place with your host family while in-country.

Cameras and other electronic or valuable items should also be carried onboard in your carry-on. If

you have particularly valuable equipment, it might need to be specifically covered in your insurance.

Keep copies of all your travel documents and important information, such as contact numbers. Take one copy with you, but keep it separate from the original documents, and leave one copy at home. This includes passport, visa, debit/credit cards, insurance policy, etc. Also take a couple of extra passport photos, which may come in handy.

Money

It is recommended that program participants budget for \$100 spending money a week, although this depends on individual spending habits and what each exchangee plans to purchase while in Indonesia. Most of the main costs (food and accommodation) will be covered by host families, so exchangee would only need to think about incidental costs when not with the host family, such as eating out, travel and entertainment costs. Living costs in Indonesia are also generally cheaper than in Australia, so large amounts of money are not necessary.

Exchangees are advised to carry money in a variety of forms – debit and/or credit card, pre-paid travel card (available from most banks and Australia Post), and some cash (dollars and rupiah). US dollars are preferred for currency exchange but Australian dollars are now widely accepted around Indonesia. Travellers' cheques are now less useful and can only be cashed at banks.

ATMs are common in Indonesia and the easiest way of accessing funds. ATM cards that have the Cirrus or Maestro feature can be used at any Cirrus or Maestro ATM abroad to access local currency (check with your bank for the international transaction fees involved). Visa, MasterCard and American Express credit cards are widely accepted in large shops in Bandung, but less frequent in smaller shops and in regional areas.

It is best to carry cash in small denominations (smaller than the Rp 100,000 note) when travelling in remote and regional areas.

For any transactions made inside a bank, a passport will be needed as form of ID. Banking hours are generally 8:30 to 17:30 Monday to Friday (some may close earlier) and 9:30 to 12:30 on Saturday.

Key Money Handling Tips:

- Be cautious with money, especially in crowded areas. Always keep an eye on your belongings and be aware of your surroundings.
- Be discreet when handling money – ie. Do not count money or flash it around in public.
- Use a money belt to conceal valuables such as your ATM card or large amounts of cash.
- Do not carry a purse in your hand – it is too easy to put down and then moments later find that it has disappeared.
- Do not carry a handbag because it can be easily snatched. If handbags are used, wear the strap across your body to make it more difficult to snatch.
- Keep your wallet in a front pocket to make it harder for pickpockets to steal.
- Be aware that ATMs in Indonesia can sometimes give you the money BEFORE returning your card, so make sure you have everything and don't leave it behind in the machine.
- Change money with a teacher or host family member present to be absolutely certain of translations and not to be ripped off.
- Ask your host family to keep your passport, tickets and any other valuables (including money) in a safe place known to you. If travelling for more than a just a day trip, you should take your passport with you.
- Keep your belongings locked in a suitcase at the homestay.

Program Costs

The fee for the exchange program covers most costs in Indonesia, including compulsory comprehensive insurance, airport pick-up and drop-off, placement and local school fees, and accommodation and food (three meals per day) with the homestay family.

Costs therefore not covered by IndoAustay include the return airfare, the cost of obtaining an Australian passport, additional insurance or premiums required for pre-existing medical conditions, medical check-ups and vaccinations, and any incidental costs such as buying personal effects, souvenirs, paying for personal travel and entertainment, and meals not with the host family.

Homestay Life

Roles and Relationships

Exchangees will be considered a family member for the duration of the homestay and are therefore expected to participate as fully as possible in home life. Observe the family's daily habits during the first couple of days and ask your host family about your daily tasks or duties if they are not made immediately clear to you. You should at the very least keep your room tidy and offer (even if declined on the first few of occasions) to help prepare and/or clean up after meals and assist with light household chores.

You should socialise with your host family as much as possible and not spend every evening on your phone or in your room by yourself. While personal time is sometimes necessary, a little bit of friendliness can go a long way. Even watching TV with the family is part of being sociable. To help break the ice, you should bring photos of your own family and friends (home life, school life, recent holidays, etc.) to share with the host family – these can also be used to start conversations with new friends at the placement school.

Consideration should be given to all family members, including the household help. Indonesian families often have one or more *pembantu* to help with household chores, but you should treat them more like family members than servants.

What to Wear

Cotton fabric makes for the most comfortable clothing for the hot and humid Indonesian climate, although one light jacket or cardigan could be useful for travelling or when having to spend some time in an air conditioned environment. Indonesian trains are notorious for having particularly well air conditioned first and business-class carriages.

Generally speaking, exchangees should dress in a conservative manner, especially when out in public. The Islamic sensibility is to be covered from the neck to the knee, which is a good standard to set for yourself at least initially.

Shorts should not be worn without considering the formality of the venue you are attending – they are often viewed as only suitable for young children or manual labourers. Board shorts that extend past the knee are favoured. The same goes for skirts; they should extend past the knee.

Tank tops should not be worn, nor those with low necklines. The idea is to cover your chest and

shoulders, so t-shirts are recommended as a minimum. Collared shirts and polos are good for more formal settings, such as at school.

As for swimwear, boys should again wear board shorts while girls should wear a one-piece swimming costume and consider wearing a t-shirt and shorts as well.

While sandals/slippers are acceptable in most places, closed shoes must be worn at school.

Sleeping Arrangements

A small bedroom will be prepared for exchangees with the basics including a bed, table and fan. It will be unusual for these rooms to be equipped with air conditioning, so it is likely that you will sleep either without a cover or, at most, with a sheet. A sarong is useful to double as an additional cover.

In all probability, there will have been some upheaval in the sleeping arrangements of the rest of the family in order to accommodate you so please keep the room neat and tidy, and make sure it is returned to the state in which you found it when you leave to return to Australia.

Laundry

Your dirty clothes will more than likely be collected and washed by the host family's *pembantu*. Place your laundry in a plastic bag or small basket so that it is easier to pick up and let the family and/or *pembantu* know that it is to be washed. If you want to do your own laundry, that is fine. Just let the family and the *pembantu* know.

At the end of your stay, it would not be out of place to make a small cash present to the *pembantu* in recognition of their assistance, but it's best to consult with your host family on how much so that you don't give an amount that causes anyone any embarrassment.

Bathroom (*kamar mandi*)

Most Indonesians will bathe (*mandi*) three times a day – in the morning, after school/work and at night. Since there are no water restrictions, you should do the same. Bathroom etiquette will generally have you removing most of your clothing in your bedroom to keep it dry and going to the bathroom wrapped in a *sarong* or towel.

Most Indonesian bathrooms do not have a shower recess or bath but have a tiled or cement floor with a large, often high-walled water vat (*bak mandi*) in the corner. You bathe by standing beside the vat, dipping the plastic scoop (*gayung*) provided into the water and then tipping it all over you, soaping yourself as you go along and tipping more water over you to rinse.

As tempting as it might be, do not hop into the *bak mandi*. It is a reservoir for clean water. It is also common courtesy to refill the *bak mandi* for the next user – but take care not to let it overflow.

While there generally won't be a hot water tap in the bathroom, the cool water provides great relief from the heat and humidity of the day, and is a good way to wake you up in the morning.

Finally, **do not drink water straight from the tap**. Most tap water is unfiltered. While some people may rinse their mouths after cleaning their teeth using water from the *bak mandi* or the handbasin (*waastafel*), you should avoid swallowing it. It is safer to use boiled or bottled water for this.

Toilet (*kamar kecil*)

Toilets may also be different to what you are used to. Traditional toilet facilities are squat style and plumbing in Indonesia is not designed to cope with toilet paper. Users wash themselves clean with water from a scoop (*gayung*) dipped into a small vat (*bak*), or from a small hose. This is an art, and almost impossible to accomplish if you have your jeans or underwear down around your ankles. So take them off before you use the toilet. You will also need to dry yourself, so remember to take a small towel with you or dispose of toilet paper in a bin if using that to dry. The *gayung* is then used to scoop water to flush the toilet with. The same water replenishment courtesy as for bathing should be followed after taking water from the toilet *bak*.

Covered bins or buckets are provided for the disposal of toilet paper and sanitary items (including pads and tampons which you should wrap first in a plastic bag). If there is no such covered bucket, ask your host mother or another female in the household how to dispose of sanitary items.

Many homes now have Western-style toilets but chances are that the same procedures for cleanliness will apply, as they are mostly connected to the same sewerage system as the squat toilets. Toilet paper is also not always available in public toilets, so you might want to carry a packet of tissues with you when out and about. Only flush a minimum of tissues to avoid blocking the toilet.

Home Etiquette

Shoes and sandals worn outside MUST NOT be worn inside the house (either the homestay or any other homes you may be visiting). Take them off before you go inside barefoot. At your homestay, you may change into your “inside” sandals, slippers or thongs once inside the house. Because the feet are in direct contact with dirt, it is inappropriate to ever put your feet up, however clean they may be, on a table, desk, chair or lounge.

If you are invited out, check with your host family first. As a matter of courtesy, ask for permission before leaving the house and tell someone (if only the *pembantu*) where you are going, how you can be contacted and when you will be back home. If you have to remain out later than expected, make sure that you call the host family and tell them where you are. You may have a more relaxed understanding in these matters with your own parents back in Australia, but don't forget that your homestay family considers it has a serious responsibility to keep you safe, and will be stressed if you do not communicate in this way.

If your homestay family has a car, you will find that as parents they are happy to drive their children and pick them up. Don't be too shy to ask them politely to do the same for you.

Giving souvenir gifts (*oleh-oleh*) is commonplace in Indonesia so it is recommended to bring gifts from Australia to give to each member of your host family. Suitable items include anything with Australiana on it from socks and t-shirts, to books and tea towels. Australian products such as teas, nougat, macadamia nuts, boomerangs and even little clip-on koalas also go down nicely. A photo frame in which you can put eventually a photo of you with your host family also makes a very nice gift. A small supply of cheap Australiana gifts, such as stickers, badges, stick pins, keyrings, etc., can also be given to your school friends, and also for the *pembantu* at the time you leave to return to Australia.

When you visit a friend's house, you will be offered something to drink and probably something to eat. It is polite to accept both but don't start eating before the host asks you to do so. The food and drinks are likely to keep coming so when you think that you have had enough, let them know. Leaving a lot

of uneaten food on your plate can be considered rude, but leaving a little is OK. So don't help yourself to too much initially. In fact, going back for a second helping shows how much you enjoy their cooking.

Food

Most meals will be served with only a spoon or a fork, or chopsticks depending on the food. Knives are uncommon on the dinner table. Indonesians commonly eat with their hands, although only the right hand because the left is used for wiping yourself after using the toilet. (You should also avoid using your left hand for giving and receiving.)

In more traditional households, the mother will rarely if ever sit and eat at the table with you. This is due to a widespread practice in Asia for the host, out of politeness, not to eat with guests even when the rest of the family is present. It is also good manners to wait until asked to start eating or when the head of the family (usually the father or the eldest family member) starts eating first.

If you decide to eat lunch or dinner away from home, it is an important courtesy to advise your host family beforehand, as this may influence how or when they make their own meal arrangements in your absence. If intending to eat out, Bandung features many street stalls (*warung*), each specializing in its own dish or drink. Your Indonesian friends will know which are the best.

The staple diet of most Indonesians is rice (*nasi*), so you will usually get rice and/or noodles at every meal (including breakfast). If you get tired of this, just reduce the amount of rice or noodles that you put on your plate.

In West Java, Sundanese food includes "salads" (*lalapan*) of uncooked vegetables: you will be safe to eat these in people's homes and in restaurants where you can count on the ingredients having been rinsed carefully with boiled water, but eating salads provided by street vendors should be avoided.

Indonesia's vast array of spices make its local cuisines unique. Some Indonesians like their food extra spicy, so look out for the small but fiercely hot red and green chilis found in most dishes. Also make sure you try the *sambal* chili sauce before adding too much. If you don't like spicy food, ask for "*tidak pedas*" (not hot/spicy). However, there is a chance that this may mean to only use one or two chilis. The solution is to request: "*tidak pakai cabai, ya*" (don't use chili please).

Fresh vegetables and fruits, such as bananas, pineapple and oranges, are available throughout the year, whereas some tropical fruits such as mango, watermelon and papaya are seasonal.

Life in Country

Etiquette in Public

When meeting people, a gentle handshake with those of the same sex is appropriate. Firm handshakes are frowned upon. A handshake between men and women should only be initiated by the woman. Some women may acknowledge introductions to men by merely nodding and smiling.

The *salam* is another form of formal greeting. Someone will hold both hands together vertically before extending them to lightly touch the fingertips of the visitor's outstretched hands. The hands are then brought into the chest to mean: "I greet you from my heart". The visitor should reciprocate the *salam*.

Touching a stranger of the same sex while in conversation is common and it is just as normal to see

two men walking hand in hand or arms around each other's shoulders as it is to see two women doing the same. It is just a sign of friendship with no sexual implications. By contrast, public displays of affection between men and women are frowned upon.

Adults should always be respectfully addressed as "*Bu*" or "*Pak*", and always show respect to people in authority – policemen, government officials, teachers, etc.

Speaking loudly can be regarded as aggressive and rude. Do not yell, scream or create any kind of disturbance (unless appropriate, such as you are unlucky enough to be robbed). It is poor form to lose your temper or show anger in public; try to remain calm and self-controlled at all times. Even blowing your nose loudly is looked down upon. If you must, excuse yourself and find somewhere private to sneeze or blow your nose. And while laughing and smiling is a national characteristic, it should also not be too raucous.

Standing with your hands on your hips is also seen as aggressive and should be avoided. You should also avoid crossing your arms or standing with hands in your pockets when addressing other people. Do not use your left hand when giving or receiving, even with money at a checkout. If you have to use your left hand (or do so mistakenly), excuse yourself by saying: "*Maaf, tangan kiri.*"

Never touch or pat someone (even a child) on the head, not even as a friendly gesture. This is regarded as impolite and offensive. The head is considered the seat of the soul.

Staring and pointing at someone directly with the index finger is considered rude. The foot, being the lowest part of the body, should also not be used to point at anything or anyone, and you should avoid exposing the soles of your feet to others, such as when sitting opposite someone on the floor.

Parallelling the importance of removing your shoes before entering someone's home (see Home Etiquette), you must always remove your shoes before entering places of worship such as mosques and temples. Some places of worship provide robes or sarongs for visitors to cover bare skin, particularly legs and arms, while women may be asked to cover their heads. It is best to bring your own scarf to cover your hair when you visit mosques or attend Muslim events. Trousers for men and long skirts for women are also expected when you go to church, whether Protestant (*Kristen*) or Catholic (*Katolik*).

Show respect to the local culture by avoiding actively promoting "Australian values" where these seem to be in conflict with the way Indonesians do things. And just as in Australia, it is polite to always ask permission before taking someone's photo.

Gambling, which is illegal in Indonesia, and the use of drugs, alcohol or cigarettes by exchangees is strictly forbidden and may result in expulsion from the exchange program. Driving motor vehicles (including motorbikes and motor scooters), apart from being very dangerous in an unfamiliar traffic environment, is also grounds for expulsion from the program.

School Life

The school you will be placed at will be closely related to your homestay placement. The desired result is that you will have a similarly-aged host brother or sister to accompany you to school and in some measure to become your "buddy" while there.

Normal standards of classroom behaviour apply. You are expected to attend school as often as possible. If exchange arrangements involve you arriving late or departing school early on any particular day, or being absent the following day, you must give prior notice to the appropriate teacher.

Most schools, whether state or private, require students to wear a uniform. However, it is likely that you will be exempted from this for the few weeks of the exchange (you can, of course, always opt to wear the uniform). Generally, you will dress conservatively whenever at school. This means full-length trousers or skirts, and blouses with sleeves for girls. Closed-toe shoes are mandatory.

If a particular school were to require a uniform, these may be purchased for you for around Rp 50,000 (\$5). This will be fine for those of a similar size and build to the average Indonesian, but if not may have to be tailored at a delay and a somewhat higher expense. One excellent Islamic school that has welcomed exchange students in the past does require girls to wear a headscarf (*jilbab*) as part of its school uniform, whereas it has been entirely optional at other Islamic schools.

Because of the timing of the exchange, held over much of December and January, when you arrive you will find that many of the students at your school will be preparing for, and undertaking, what for them are mid-year exams. There will be some disruption to the normal class routine so, since you will not be swotting, it may be that you will be given some alternative school-related activity, or even something amounting to a short work experience placement.

Also interrupting the normal school routine around this time are the Christmas and New Year holidays. While a public holiday for all schools, there may be a Christian school involved in the program (whether Catholic or Protestant) so there will be varying degrees of importance given to this, resulting in a different number of days off occurring around it.

Islamic schools that exchangees may attend all follow the state secular curriculum with additional studies in religion, similar to religious schools in Australia. Students will not be placed at schools where the focus is religion and theology, which are called *madrrasah*.

IndoAustay's local partner organisation YMAS will also plan activities, both school-based and extracurricular, for the exchangees as a group and perhaps involving your host brother or sister. This may take place while your host school is busy running some post-exam programs. These activities are designed to be useful and enjoyable language and cultural experiences.

Your school in Indonesia will almost certainly present you with a memento of your stay. You should reciprocate by presenting your host school with an appropriate gift from Australia. Though this is not a school-to-school exchange, it would also be good to present your host school with a memento from your Australian school, such as a plaque, pennant, paperweight or pen set with the school crest on it. Australian schools are generally happy to provide these to use as gifts.

Out and About

Independent Travel

You are not allowed to travel anywhere outside of the local area without informing and seeking permission from both your host family and YMAS (Pak Neri). Permission from your parents/guardians or the program coordinator in Australia is not sufficient, although may be taken into account by YMAS. Travel around Bandung or your city itself should generally be done, at a minimum, with a host sibling or local friend. Travel outside the city should always be undertaken with a supervising adult.

Driving motor vehicles (including motorbikes and motor scooters) is prohibited for program participants and grounds for expulsion from the program.

From Bus to Becak

Catching a bus or taking a *becak* rickshaw to go somewhere can be a tricky business. Make sure you know the location of your destination before you set out. It is advisable that you only catch a bus with local friends who know the routes and how much the fare is. Fares depend on distance. Make sure that you have some small denominations of rupiah to use for fares, as bus attendants sometime “forget” to give you change if you do not ask for it.

Be careful about safety when on a bus, particularly with pickpockets. Be aware of your surroundings and try not to sit/stand in crowded sections of the bus. You should secure any valuables and move your backpack to your front so that you can keep an eye on it. Wallets should be moved to a front pocket and a hand kept on it, while purses should be held on to tightly or securely put away.

If you are going to ride a *becak*, ask locals or friends how much you should pay before negotiating a price with the operator (*tukang becak*). You will often need to haggle to get to a reasonable price. This aside, *becak* rides are one of the delights of being in Indonesia. Make sure you do it at least once.

Taking an *Ojek* (motorcycle taxi)

Taking an *ojek* as a pillion passenger is commonplace in Indonesia, although generally riskier than other modes of transport. This can ONLY be undertaken with the express written permission of parents/guardians before departure. Double check the travel insurance policy to make sure it covers accidents when travelling on motorcycle (this may be an additional cost). Always be extra careful and make sure the driver is safe and competent before getting on.

Walking Around

Although not common with many Indonesians, walking can be a pleasant experience in Bandung with its milder climate compared to other cities. Just be careful with sidewalks, which may be in disrepair or have wide drains that you can easily fall into. Always keep your eyes on where you are stepping.

If you are walking in a crowded area, like a market, fairground or on a busy city street, you should again take precautions with personal security. Wear your backpack on your front, where you can keep an eye on it, and keep your handbag strap across your body to prevent snatching. Also be wary of people who may bump into you as this is a favourite tactic of pickpockets.

When walking in crowded areas, you may be stopped by people wanting to strike up a conversation. While for the most part this is just people being friendly, be wary of those who are trying to sell you something like batik paintings. They often prey on tourists, offering to take them to an exclusive “batik exhibition” or something similar. Don’t feel pressured to go unless you are interested in buying something. After the first few days, they will get used to you and ignore you. If you want to buy a batik painting, leave it until the week before you go home, and be prepared to bargain for it.

Shopping

Shopping in Indonesia can be great fun. Some people think of bargaining as a game and feel proud when they get the cheapest price. By all means have fun sharpening your negotiation skills, but remember that you may be haggling over what is only a few cents – which may not be much to you but might mean a proper meal for their children. Bargaining is seen as a positive social interaction, so just keep smiling and never get offended or angry when they say “no”. You can always walk away and try your luck in the next stall.

Bandung has a reputation for being the fashion capital of Indonesia due to the many clothing stores, outlets and distros drawing on the city's famous textile industry. Everything from swank boutiques to packed factory outlets can be found in areas such as Cihampelas, Ciwok, Binongjati, Cigondewah and Jalan Riau. If you are into branded products, just be wary of cheap prices – particularly for watches, perfume or sunglasses. Take a close look to see if you are getting the real thing.

Do not get annoyed when one or two shop assistants follow you around the store. They are not spying on you. It is their job to make sure that you are attended to and to be there when you need help finding the right things.

Shopping hours vary from shop to shop, but are normally 10am to 9pm seven days a week. Most local markets open either very early in the morning or at dusk. In smaller towns, shops may close for a midday siesta between 1pm and 5pm.

Communication

During daylight savings in Australia, Bandung is four hours behind Australian Eastern Standard Time.

You are asked to not use the landline or mobile telephones of your host family, even with their permission, except in an emergency. If you bring a mobile phone with you, look after it as you would any other valuable item. Cheap local SIM cards can easily be purchased in-country – best to do so with an Indonesian friend or host sibling – but can only be used if your mobile phone is “unlocked”. Check with your Australian provider to make sure that it is unlocked before you depart because it can be particularly difficult to unlock when already overseas.

Since international phone calls from Indonesia can be pricey, you might like to consider sending SMS or using data to make voice calls. Data rates vary but are much cheaper than in Australia. Shop around for a good deal first and then make sure you get an appropriate amount of credit (*pulsa*).

If you are bringing a laptop, most restaurants and cafés in Indonesia now provide wi-fi. There should also be plenty of Internet cafés (*warnet = warung Internet*) around if you don't have a computer.

Remember that the more time you spend in contact with friends and family in Australia, the less time you will have for making new friends and experiencing life in Indonesia.

Health

With Indonesia's hot and humid climate, it's important that exchangees keep hydrated. In fact, drinking about two litres of water a day is recommended because you will be losing a lot of fluids through sweat. But only drink bottled or boiled water. **Do not drink water straight from the tap** because most tap water in Indonesia is unfiltered.

It is a good idea to keep a small bottle of water with you during the day. There will always be bottled water (*Aqua*) and boiled water (*air rebus* or *air matang*) available for you to drink at your homestay. As alternatives, tea is often always on hand, while soft drink and sports drinks are widely available. Don't feel shy about asking for something to drink.

If you get sick, you must inform the YMAS representative as well as tell someone in your host family or at your placement school. They will be best placed to help you with advice or to take you to the doctor if needed. In particular, speak with the YMAS representative before accepting any unknown medication from host families.

If you get diarrhoea (*diaré*), which is common, then try to cut down on food but remember to keep up the fluids. Dehydration is particularly acute when you are losing fluids through diarrhoea. If you have diarrhoea for more than a day, you should see a doctor. Supermarkets (*pasar swalayan*), mini marts and chemists (*apotek*) will also sell rehydrating products such as *Oralit*.

The best way to guard against diarrhoea is to maintain hygiene and watch what you eat. Wash your hands regularly and use hand sanitiser before you eat. Do not pat animals nor handle live poultry or uncooked poultry flesh. Keep a critical eye on hygiene standards at restaurants and avoid food cooked by street vendors that has gone cold.

Treat cuts and scratches promptly with antiseptic and cover – wounds can become quickly infected in the tropics. This also applies to blisters. Bathing regularly will also help to keep your skin clean.

While Java is a low risk area for malaria, it is best to always apply insect repellent to exposed skin to guard against other mosquito-borne diseases. And while many Indonesians don't use sunscreen, it is highly recommended if you burn easily, or just avoid being out in the sun as much as possible.

Indonesian women do not usually use tampons, although disposable pads are common. While some of the bigger supermarkets now stock tampons, they are still rare to find. If you use tampons, it is recommended you bring your own supply with you for the six-week duration of the exchange.

It is **essential that you are properly vaccinated** well before departure. At the same time, seek advice from your general practitioner or specialist travel medicine service about precautions to follow and treatments to take with you.

Frequently Asked Questions

What is the selection process of the host families in Indonesia?

IndoAustay works with a partner organisation in Indonesia (YMAS) that facilitates the selection of suitable host schools in Bandung and surrounds. The high schools (SMAs) that are chosen then announce to the school community that suitable host families will be required. Willing host families are then put through a selection process and, if they can meet IndoAustay's requirements, may be selected to host the exchangee.

What level of support is provided for the staff, families and students in relation to the exchangees? Do you hold meetings, monitor student-school progress, etc.?

Host families are presented with an information session on the overall rules and guidelines of the exchange, Australian culture and customs as well as logistical information during the exchange period. This briefing is three hours long and 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 problems from exchangees. Host school teachers are free to contact YMAS or IndoAustay at any stage regarding the activities of their exchange students. Families are supported similarly in this way.

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 aims 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 expect 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.

What are the costs involved for an Indonesian family in hosting a student?

Indonesian host families cover the costs of food, accommodation and laundry during the six-week exchange period. The aim of the program is to offer the Australian students an authentic Indonesian experience of home life. This does not preclude taking students to tourist destinations or on short holidays or special activities, however, this may be expensive so IndoAustay and YMAS advise that this not a necessary expense for host families to take on.

Are you able to provide any documentation regarding the host family?

Prior to the students' arrival, basic information about the host families, including names and contact details will be provided. It is important that the exchangee begins friendly communication with the host family and host siblings before they arrive in Indonesia.

How do exchange students spend their day at Indonesian schools?

Exchangees will aim to follow as much as possible in classes, although they aren't expected to understand everything. They may sit tests or examinations like the other students, although the results won't affect the exchangee's placement. The exchange students shadow their host sibling in core subjects, but may also choose to sit in on elective subjects if offered.

Appendix 1

Rules and Regulations

Duty of Care

IndoAustay adheres to Child Safe standards defined by the Victorian Government and as a consequence espouses a Child Safe policy, which is spelled out in a separate document built on an existing harassment protocol and currently being aligned with the Reportable Conduct Scheme of the (Victorian) Commission for Children and Young People.

IndoAustay has important and ultimate guardianship responsibility for exchange students during the exchange program, and in this context is heavily reliant on volunteers from the membership of the Australian Indonesian Association of Victoria. 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 and 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 heavily on the host family and, in particular, the host parent(s) who are required to contact YMAS's Northbound Exchange Manager, who will in turn contact IndoAustay's Northbound Exchange Coordinator. 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 YMAS 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 Australia 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 in Australia 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 17 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 elephant riding, water sport or other activities and sports with an element of risk or danger over and above normal exertion and games, the host family must contact YMAS first, which may well then decide that this has to be referred to IndoAustay and Australian 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 ought to 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 ought 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 English, it impairs the process of immersion in Indonesian culture and language.

No overnight stays with other exchangees are permissible without express consent of Indonesian host parent(s), YMAS and by extension IndoAustay and the Australian parent(s) or guardian(s).

Rules for Exchange Students

All participating exchange students are subject to, and required to abide by, the following rules during their time in Indonesia.

Exchange Students are representing their Australian school and homeland. Breach 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 such breach.

1. Always carry around important emergency information and contact details that you or others with you can follow in order to contact the appropriate IndoAustay director.
2. Obey Indonesian laws. If found guilty of breaking any law, students can expect no assistance from their sponsors or from the Australian 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 with appropriate documentation.
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, at this time the representative of partner organisation YMAS. IndoAustay can then organise alternative arrangements if deemed desirable.
12. If you experience harassment of any kind (racial, religious, gender, sexual), you must advise YMAS as soon as possible so corrective action can be taken, thereby also preventing

recurrences to other people. Do not wait until you return to Australia 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 behaviour or invading their host families' privacy by posting photos or making inappropriate statements.

Common Sense Rules

1. Become an integral part of the host family, assuming duties and responsibilities normal for an Indonesian student of your age and normal for other children in the family. Respect your hosts' wishes.
2. Improve your Indonesian. Use this opportunity to immerse yourself in the language and culture of Indonesia.
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 promptly any bills you incur.
5. If you are offered an opportunity to go on a trip or to an event, make sure before you go that you understand your responsibilities and any costs you must meet.
6. You must be able to show proof of conventional immunisation (this is not satisfied by homeopathic, naturopathic or similar treatments).
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 by yourself.
8. Any costs relative to a student's early return home or any other unusual costs (eg. language tutoring, tours, etc.) shall be the responsibility of the student's Australian parents or guardians.
9. Students must return home directly by a route agreed mutually by IndoAustay and students' Australian parents or guardians.
10. You will be under IndoAustay's authority while you are an exchange student. Australian parents or guardians must avoid authorising any extra activities directly with their son or daughter on exchange. If the student has friends or relatives in Indonesia or is aware of a visit to Indonesia by a staff member from his or her 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 Australia is equivalent to slowing down your adaptation to Indonesian life by a whole day. Email or posting information on social networks such as Facebook is better, although this needs to be diligently kept to a minimum.

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 his or her home country. Depending on the nature of the matter, students may receive a caution and be placed on notice.

Expectations of Hosts

Guidelines for Host Schools

Indonesian host schools are to meet the following requirements and expectations:

Before the student arrives:

- A school representative or liaison has been selected to act as the point of contact for YMAS and IndoAustay.
- The school representative is expected to disseminate relevant information to students, answer any questions from families about the exchange or refer these to YMAS or 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.
- The school representatives have familiarised themselves with the Guidelines for Host Families and the Rules for Exchange Students provided by YMAS and IndoAustay in order to understand the role of host families and the expectations of visiting students.
- The school must know how to contact YMAS and 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.
- Encourage the Australian students to learn and use their Indonesian language skills.
- Recognise the Australian student's special, religious and or cultural occasions.
- In case of an emergency, know how to access and use the student's travel insurance policy with assistance of YMAS and IndoAustay.
- Voice any concerns and questions regarding the student to YMAS or IndoAustay and/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 wellbeing 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 exchange student about matters related to school, family, community functions, and friendship.

Further Information

An information briefing and orientation session is conducted by YMAS, with support of IndoAustay if required, for host families and schools.

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 YMAS.
- Understand the program rules that the student must follow.
- Know how to contact YMAS, 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 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 the household.
- Provide private room and board for the student. All students must have their own bed and fan.
- Provide a place in the home where the student may study in private.
- Recognise the student's birthday and other special occasions such as Christmas.
- 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 with assistance of YMAS and IndoAustay.
- Voice any concerns and questions regarding the student to YMAS and 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

An information briefing and orientation session is conducted by YMAS, with support of IndoAustay if required, for host families and schools.

Appendix 2

Child Safe Standards

IndoAustay is committed to creating and maintaining the safest possible environment for all participants in its exchange programs and language courses. All IndoAustay and YMAS volunteers, host schools and families must safeguard 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 policies and procedures. We follow rigorously our legal and moral obligations to contact authorities when we are worried about a child's safety.

IndoAustay is committed to preventing child abuse and identifying risks early, and removing and reducing these risks. We have human resources and recruitment practices for all volunteers and staff. Our organization is committed to training and educating regularly our volunteers and staff 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 backgrounds of diverse languages and culture, 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, volunteers and staff to achieve these commitments. When a youth reports 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, call the Australian Embassy in Jakarta and IndoAustay representatives.

For further information, please contact:

Diski Naim
Director, IndoAustay
+61 417 477 3333
diskinaim1971@gmail.com

Appendix 3

Child Safe Policy

Children

This policy is intended to empower children who are vital and active beneficiaries of our activities. 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 backgrounds of diverse languages and culture.
- ensure that children with a disability are safe and can participate equally.

Volunteers and Staff

This policy guides our volunteers and staff on how to behave with children benefitting from our activities. All of our volunteers and staff must agree to abide by our code of conduct which specifies the standards of conduct required when working with children. All volunteers and staff, 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 volunteers and staff (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 volunteers and staff through ongoing supervision to develop their skills to protect children from abuse and to promote the cultural safety of Aboriginal children as well as that of children from backgrounds of diverse languages and culture along with promoting the safety of children with a disability.

New volunteers and staff will be supervised regularly to ensure they understand our organization'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 local police, Department of Foreign Affairs and Trade and its Jakarta Embassy, Department of Health and Human Services and State Police, depending on the location, severity and urgency of the matter.

Recruitment

We take all reasonable steps to engage 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 organization understands that, when recruiting staff and volunteers, we have ethical as well as legislated obligations.

We encourage applications from Aboriginal peoples, people from backgrounds of diverse languages and culture 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](#) website 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 take as an organisation.

Privacy (see Appendix 5)

All personal information considered or recorded will respect the privacy of the individuals involved, whether volunteers, staff, parents or children, unless there is a risk to someone's safety. Safeguards and practices are in place to ensure all 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.

Legislated Responsibilities

Our organisation takes its 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 neglect 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. 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 volunteer or staff 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, with communities of diverse languages and culture, 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 volunteers and staff are trained to deal appropriately with allegations. We work to ensure all children, families, volunteers and staff know what to do and who to tell if they observe abuse or are a victim of it, 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 s/he must report the incident. Factors contributing to reasonable belief may be:

- a child states s/he or someone s/he knows has been abused (noting that sometimes the child may in fact be referring to him- or herself).
- behaviour consistent with that of an abuse victim is observed.[4]

[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](#)

[2] Further information about the failure to protect offence is available on the [Department of Justice and Regulation website](#)

[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](#)

[4] For example behaviour, please see an [overview of the Victorian child safe standards](#)

Appendix 4

Ongoing Monitoring and Communication

The respective IndoAustay exchange program managers are responsible for overall coordination of program resources for each of the Northbound and Southbound programs including liaison. Liaison is provided through our exchange partner in Indonesia, YMAS.

The Northbound exchange team from both IndoAustay and YMAS are in regular communication. The exchange program managers of both organisations will typically speak with each other once a week during the exchange period to ensure that everything is running smoothly and exchangees are comfortable and happy during their stay.

YMAS is also in regular communication with each of the host families and schools during this time. If there is any serious matter or issue that requires consultation of IndoAustay and perhaps the exchangee's Australian family, YMAS will, as soon as possible, relay the information to, and discuss the matter with, IndoAustay's program manager. If the matter cannot be easily resolved, it will then be brought to the IndoAustay directors and the Australian parents or guardians affected for resolution.

Grievance Procedure

In the event that a student, host family or school has a complaint regarding either party, or the running of the exchange program itself, the following procedure will guide the complaints handling process.

1. Aims of the Grievance Procedure

- 1.1. That IndoAustay exchange students and their parents/guardians know they have the same rights to fair and equitable access to a grievance procedure as they would in Australia.
- 1.2. That the exchange program manager has the general responsibility for the efficient organisation, management and administration of the exchange program.
- 1.3. That the exchange students know where their complaints, problems or grievances should be directed and that an attempt will be made to resolve the issue when it is first raised.
- 1.4. That where a resolution cannot be reached at first attempt, the student knows at which level s/he can next seek a resolution.
- 1.5. That host families, school principals and involved teaching staff know the identity of the first contact person should a conflict or grievance arise in the home or the school, and be aware of the next level to address the grievance, should it become necessary.

2. The Grievance Policy

- 2.1. IndoAustay aims to resolve grievances between the student and other parties directly, without a mediating third party. If this process is not able to resolve satisfactorily the grievance, then it will be escalated to the next higher level, and so on until resolution is satisfactory, or the highest level has made a final determination.
- 2.2. The levels:
 - Combination of host parents, school principals and involved teaching staff, peers.
 - The program management group.
 - The IndoAustay directors.

- 2.3. 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 that must be followed)
 - Misconduct
- 2.5. Persons to whom to address the complaint or seek a resolution to a problem or grievance, eg.
- Host family
 - School principal or other relevant school official or coordinator
 - IndoAustay manager
- 2.6. Procedures for the resolution of a grievance should include, where necessary:
- **Notification of complaint**
If any person (including but not limited to the host parent, host school or exchange student) has a complaint regarding the exchange program they should immediately notify the program manager.
 - **Assessment (including access to translation/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.
 - **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 his or her wellbeing.
 - **Conciliation/Arbitration**
IndoAustay will undertake conciliation with the involved parties, if appropriate. Based on its investigations, IndoAustay will make a decision regarding an immediate course of action, corrective actions and preventative measures.
 - **Resolution**
Following investigation and conciliation, all parties will be notified about the resolution process.
 - **Explanation of decision and acknowledgement of outcome**
All parties will be notified about the decision and notified of 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 the authorities, the outcome will be settled through legislated mechanisms.
- 2.7. 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.

Appendix 5

Privacy Policy

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

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

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

Collection of Personal Information

We collect personal information either directly from the relevant individuals or indirectly from third parties, such as insurance companies, medical and 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.

Disclosure of 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 express 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.

Expectations of Third Parties

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 NPPs 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 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.

Further Contact and Opting Out

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

Also, 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, South Carlton, Victoria 3053

Email: exchange@indoastay.org

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.