ABN 37 739 341 003

VOLUNTEERS MANUAL

For

Rotary Australia Overseas Aid Fund - ABN 21 388 376 554

Rotary Australia Benevolent Society - ABN 54 563 288 318

Rotary Australia Trust for the Environment – ABN 42 153 328 710

Rotary Australia Relief Fund – ABN 80 595 697 237

REGISTERED OFFICE:
PO Box 7066, Norwest, NSW 2153 Australia
25/1 Maitland Place, Norwest, NSW 2153 Australia

Telephone: +61 2 8833 8317
Website: www.rawcs.com.au

RAWCS VOLUNTEERS MANUAL

Introduction

RAWCS was started as FAIM (Fourth Avenue In Motion) in 1964 by Keith Hopper from the Rotary Club of Inverell in NSW. The Fourth Avenue referred to the fourth Avenue of Rotary Service: International Service. FAIM grew and in 1987 became RAWCS (Rotary Australia World Community Service), a Company incorporated under ASIC. RAWCS has continued and expanded the work started under FAIM and now has over 400 active Projects that send approximately 1000 volunteers overseas each year.

RAWCS is a large organisation, seen by the outside world as the face of Rotary in Action. Governments, the public, public and private ancillary funds and the corporate sector monitor how and what RAWCS does. Therefore, it is extremely important for RAWCS to manage its projects in a way that is fully compliant with its legislative obligations and to fully protect the Rotary brand and image.

All RAWCS projects must adhere to the Australian Council for International Development (ACFID) Code of Conduct.

The **Project Volunteer Team** program is not restricted to members of Rotary and Rotaract Clubs. Partners and non-Rotarians are most welcome to participate. While Volunteers are usually required to fund their own costs of travel, accommodation and living expenses, in some instances, Rotary Clubs or other organisations may provide some assistance.

In many locations volunteers must be able to cope with challenging work and living conditions whilst on site. A good sense of humour is a bonus. Most teams usually spend 2 weeks working at a site with the local people and then either return home directly or spend a few days sightseeing. The Program also provides an excellent opportunity to promote and foster International Understanding, Goodwill and Peace.

Volunteer Registration

To register a Volunteer Team, follow the process shown under Volunteers link on the RAWCS website (https://rawcs.org.au/volunteer/). All Volunteer applications are totally online and are oversighted by the Regional RAWCS Volunteers Supervisor.

Child Safeguarding Processes

All volunteers must supply the following information:

- A valid WWCC card or documentation plus the expiry date.
- Answers to six questions relating to their experience and approach to working with children

- The name, phone number and email address of two referees who are required to answer 13 Yes/No questions about the volunteer.

More information on the Child Safeguarding Processes can be found on the RAWCS Website at this link:

https://rawcs.org.au/operational-guidelines-templates/

Volunteer Responsibilities

Volunteers are invited to enter their details by:

- Entering an online link sent to them by email from the RAWCS Volunteer website.
- Entering online their personal contact details, travel dates, passport details, next of kin details, sponsoring Rotary Club and accommodation details
- Once the website accepts the details provided, each volunteer must read & agree to the Volunteer Agreement, Release and Waiver of Liability, RAWCS Code of Conduct and the Child Safeguarding and Code of Conduct Policy by using the on-line acceptance link. The date & time of agreement will be detailed on the application.
- Read and accept the RAWCS Agreement & Waiver of Liability, Code of Conduct by signing the Signature Form that is also signed by their sponsoring Rotary Club President
- Seeking advice from their own doctor on medications and vaccinations required for where they will be performing the volunteer duties.
- Providing the Medical Statement form signed by themselves and the signed Medical Statement – Fit to Travel from their doctor
- Providing evidence of their Working with Children Check (WWCC) from the authority in their state of residence or a current National Police Check.
- All RAWCS volunteers team members must answer six questions relating their experience and approach to working with children. They must also nominate two referees and enter their name, phone number and email addresses. **NOTE: Referees should be notified prior to their details being entered so that they are aware they will receive an email requesting they answer the 13 Yes/No questions about the volunteer.**
- Seeking advice on the international travel requirements required for all the overseas countries visiting. Seek additional health advice from Federal Government Smart Traveller website. https://www.smartraveller.gov.au/.
- Volunteers who are members of a team need to be aware that the Team Leader has full authority and responsibility for the Team. Each volunteer should make sure they adhere to the Team Leader's direction and guidance at all times.
- Volunteers are required to have all documentation completed one month (4 weeks) prior to their departure date.

Rotary Club and Project Committee Responsibilities

Project Management.

- The sponsoring Rotary Club appoints, supervises, and supports the Project Manager, Project Committee and volunteers, all of which are acting on behalf of RAWCS in relation to the Project.
- The Project Committee (a Project Manager, a Deputy Project Manager and at least one other Committee Member) manages the Project and keeps the Club Board informed on all financial and progress activities of the Project.
- The Project Manager and the Deputy Project Manager must be Rotarians from the sponsoring Club. The Committee Member may be either a Rotarian from another Rotary Club or a non-Rotarian.

Volunteer Team Application Signature Form

- The President of the projects sponsoring Rotary Club endorses all members of the team by signing electronically. The sponsoring Rotary Club President by signing, acknowledges that their Club has agreed to sponsor this volunteer team and commits their District to cover the volunteer with Rotary Australia National Travel Insurance.

Email Addresses.

PLEASE use a private email address as your email address on the RAWCS website. The email address is used by the RAWCS database as the key identifier of a person. Please do not input generic email addresses (e.g. presidentxxyyclub@rotary.com.au).

- These addresses will lead to a circular reference and will be rejected by email servers. Using an organisation, work address (e.g. info@cambodianxxyyproject.org.au), a Company or a .gov.au email address can lead to problems if the person leaves the organisation, Company or the Government department concerned and forgets to change their email address on the RAWCS website.
- Some work Internet Service Providers (ISP's) will block attachments and RAWCS will send you attachments in some cases. (Volunteer insurance documents and Project Managers receive copies of reports attached to the emails in PDF format). You can obtain a free private email address from most email service providers (e.g. Gmail and Yahoo) and your Internet Service Provider will usually allow multiple email addresses without additional charge.

Volunteer Team Leader - Planning

The Volunteer Team Leader is responsible for:

- Obtaining the concurrence of the Project Manager for the work to be undertaken by the Volunteer Team.
- Completing the online Volunteer Team Leader Registration Application.
- Registering the Volunteer team members so that the invitational email is sent to each
- Monitoring the input of personal and travel information online so that all information is completed correctly at least one week prior to travel
- Ensuring that the Volunteer **Team is thoroughly briefed** on the work to be undertaken, the travel and accommodation arrangements, the health precautions, vaccinations, any OH & S requirements, and the validity of passports (valid for at least six months after the planned Team return date), visa and immigration requirements of the country to be visited.
- Seeking advice on the international travel requirements required for all the overseas countries visiting. Seek additional health advice from Federal Government Smart Traveller website. https://www.smartraveller.gov.au/.
- Ensuring the team is aware of cultural requirements in the country in which they will be working

Volunteer Team Leader – On Site Management

The Volunteer Team Leader is responsible for:

- Ensuring that all volunteers work together harmoniously as a team.
- Managing the workload during the trip and ensuring that Team Members have adequate break periods (especially during the initial work phases).
- Ensuring that any Team Member who falls ill is promptly treated or repatriated as directed by the insurance company.
- Responsible for notifying the Regional Volunteers Coordinator of any accident or illness requiring medical action during the visit so that assistance can be provided if necessary.
- Ensuring that all Team Members comply with OH & S requirements.
- Ensuring volunteers with a medical problem who require a claim on insurance, contact the Insurance Emergency contact number for advice ASAP.
- Reporting any WWC incidents to local law authorities and their District Governor ASAP so that mandatory reporting can take place.

Volunteer Team Leader – Return

The Volunteer Team Leader is responsible for:

- Debriefing the Team on return home.
- Arranging a presentation to their sponsoring Rotary Club.
- Submitting the online Volunteer Team Leader Report including pictures to verify the work of the Team.
- Ensuring all insurance claims are submitted to the Rotary District Insurance Officer (DIO) of the sponsoring Rotary Club.

District RAWCS Chairs Responsibilities

Responsible for:

- Keeping their District Governor informed about all RAWCS Project and scheduled Volunteer Teams from their District.
- Providing assistance to District personnel with Volunteer Applications and reports.
- Following up on the submission of online Project reports and Volunteer Team Leader reports.
- Providing quarterly reports to the Regional Volunteers Manager.
- Promoting RAWCS activities to the Clubs in their District.

Regional Volunteers Supervisor Responsibilities

Responsible for:

- Monitoring the registration of ALL Volunteer Team members so that all registrations are completed at least two weeks prior to departure.
- Checking and approving Volunteer Team registrations.
- Where a team is in contact with children, check and approve the answers to questions produced by both the volunteer and their referees. They are responsible for ensuring all Child Safeguarding processes have been followed.
- Sending Volunteer Team notifications to AON Insurance, Rotary Clubs and sending all Team Members a copy of the Insurance Policy Summary and the Emergency Assistance Card.
- Providing assistance as necessary to the Volunteer Team Leader while the Team is overseas.
- Following up District Project & Volunteer Chairs for submission of online Volunteer Team Leader Reports.
- Providing assistance and training to Regional and District Personnel on Volunteer Team applications and reports.
- Keeping their Regional fully informed about on all volunteers teams supervised by themselves.

National Projects & Volunteer Manager Responsibilities

Responsible for:

- Monitoring Volunteer Team Registrations.
- Establishing and publishing entry procedures in overseas Countries to facilitate efficient entry of Volunteer Teams to those countries.
- Making changes to the Volunteers website in conjunction with the Website Committee and the Database Manager.
- Monitoring the online Volunteer Team Leader Reports submitted and acting where required to prevent a recurrence of any problems.
- Responsible for providing reports to the RAWCS Board for the Quarterly Meetings.
- Preparation of the Volunteers Section of the RAWCS Annual Report.
- Working with the RAWCS, RAM and RARE Managers on their requirements of volunteers.
- Managing, providing advice and where necessary, training on all aspects of RAWCS volunteers to Club, District and Regional Personnel.