RAWCS Volunteer Team Information & Application Instructions

Includes Team Leader, Team Member & Regional Supervisor Information

What is a RAWCS Project?

A RAWCS Project is a humanitarian project in an international country, recognised for funding by the Department of Foreign Affairs, which will benefit the disadvantaged in that community. Where Rotary clubs exist in the recipient country it is expected that the Rotary clubs from two countries work collaboratively to implement the project.

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 Program also provides an excellent opportunity to promote and foster International Understanding, Goodwill and Peace.

Who can apply to be a RAWCS Project Volunteer?

- 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.
- Projects will accept any Volunteer who is able to cope with the sometimes-challenging working and living conditions, travelling to and from, and whilst on site and who is prepared to fund their own travel and living expenses (including accommodation and food. Rotary Clubs or other organisations can assist volunteers financially.
- A person under 18 years of age must have the signed approval of a parent or guardian to participate in a RAWCS project.
- RAWCS discourages volunteers under the age of 15 years and over the age of 79 years.

How do I become a RAWCS/Rotary volunteer?

If you wish to volunteer for overseas service as a RAWCS/Rotary volunteer, you will need to contact a RAWCS Project Manager who is willing to place you on one of the teams that they are organising.
A listing of all RAWCS Projects and the Project Manager contact details appear on our RAWCS website:
https://rawcs.org.au/volunteers/

Do I need an email address?

- Yes, all volunteers and Team Leaders using this Online Volunteer Facility must have a unique email address that is not used by any other volunteer or Team Leader.
- All volunteers, including the Team Leader are invited by email to record their details on our Online Volunteer Registration Facility.
- Any volunteer without an email address should apply for a free Hotmail, Live or Gmail email account.

Why do I need a unique email address?

The reason is that our Online Volunteer Facility database will recognise the unique email address and remember the data entered so that next time you come back to volunteer it will enter most of their personal data automatically.

How do I initiate a RAWCS Team?

A volunteer Team can only be initiated by a current RAWCS Project Manager or the Team Leader contacting their respective Regional Volunteer Supervisor.

What does the Team Leader or Project Manager have to supply to initiate the Team?

Open the **Rotarian Centre** and click on **Register a new RAWCS Team.** Complete the application that opens. They are required to have the following information to support the application:


- The RAWCS project number.
- A very brief reason for the team (what the team will be doing).
- Full details and description of the project & work to be performed must be provided to determine suitability of volunteers to participate (For Medical Statement — Fit to Travel)
- The Team Leaders passport Given name and Family name.
- The Team Leaders unique email address.
- Indicate if the team will be working with children
- The anticipated departure date for the first team member departing
- Estimate of the number of days the volunteer will work on the project.
- Estimate of the cost of travel, accommodation & meals for the volunteer

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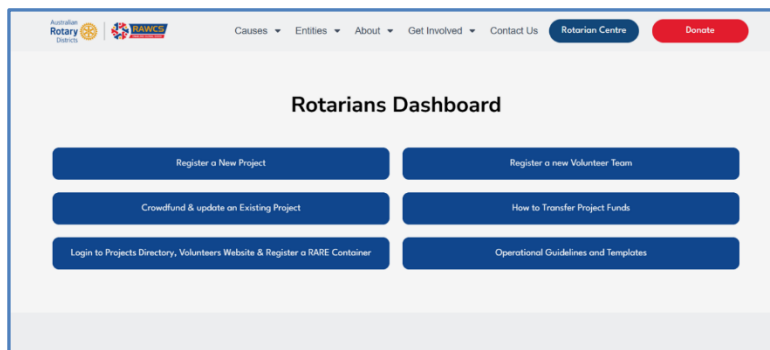
Register a RAWCS Team - Role of the Team Leader or Project Manager

Open the link **Register new Volunteer Team** under heading Menu/Rotarians Centre on the RAWCS Website. The page will appear with a button at the bottom, saying **Click here to register your Team**.

- Ensure that all the required information is available and open the link Click here to register your Team.
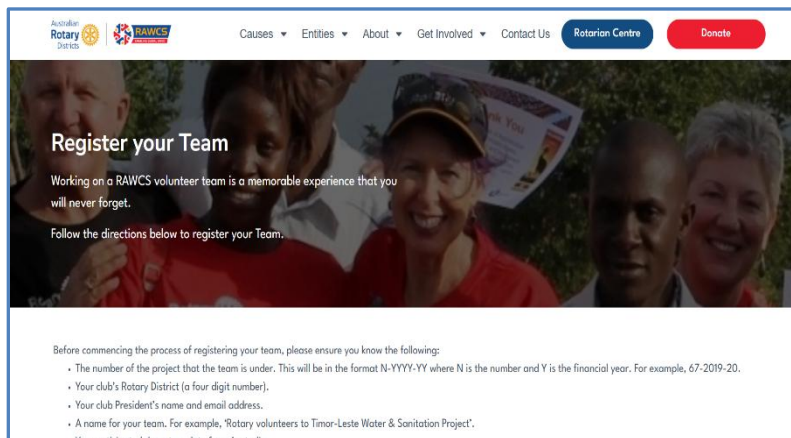
Complete Register new RAWCS Team application and submit.

Obtaining the concurrence of the Project Manager for the work to be undertaken by the Volunteer Team.

Team Planning

The Volunteer Team Leader is responsible for:
- 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, the validity of passports (valid for at least six months after the planned Team return date), and visa and immigration requirements of the country to be visited.
- If a team is working with children, ensuring that all volunteers answer their six questions and provide the name, email address and phone numbers of two referees.
- Ensuring that all team members comply with the RAWCS Work, Health and Safety Policy.
- Ensuring the team is aware of cultural requirements in the country in which they will be working.

Full details are included in the RAWCS Volunteer Manual and RAWCS Work Health & Safety Policy available in **RAWCS Company Policies** found on the footer of the RAWCS Website.

Email address Regional Volunteer Supervisor

Regional Volunteer Supervisors email address:

Central	volunteers.central@rawcs.org.au
Eastern	volunteers.eastern@rawcs.org.au
Northern	volunteers.northern@rawcs.org.au
Southern	volunteers.southern@rawcs.org.au
Western	volunteers.western@rawcs.org.au

What does the Team Leader do to continue establishing the Team?

The Team Leader should enter the website using their unique email address and the password issued to them on the email they receive initiated by the Regional Volunteer Supervisor.

If the Team Leader enters the website for the first time, they should go to the password button on the ribbon menu and change the password to a unique one of your own choosing. Please remember it.
If they have used the website before they will be recognised and advised to use their own password.

Once the password is updated to their satisfaction the Team Leader should "ADD" a team member and enter the following details for each volunteer member of their team:
- The Volunteers passport Given name and Family name.
- The Volunteers unique email address.

When the Team Leader saves each volunteer, each volunteer will be sent an email inviting them to log on to our website to enter their details.
- The Team Leader also needs to enter all of their own details and upload their personal

documents such as signature page, medical certificate, child protection and verification of payment of the volunteer fee for the team.
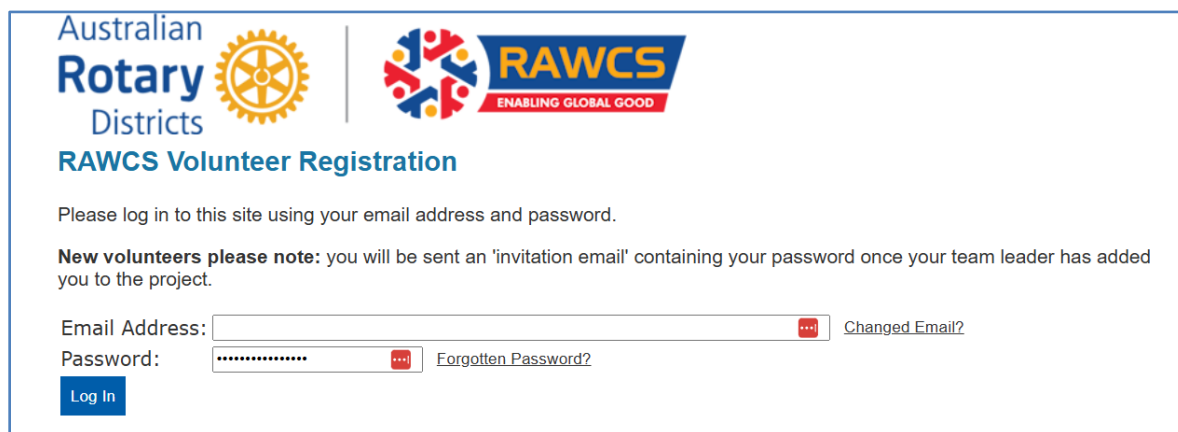
- The Team Leader should enter a realistic estimated value for the Travel costs (airfare, accommodation & meals) for each of their volunteers so that RAWCS can value our volunteer contribution to the project.
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Submission of Application - Time

The Volunteer Team on-line application form and uploads must be completed by every Volunteer on the team not less than one month (4weeks) before the date of departure.

How does a Volunteer find the site to enter their details?

When a Team Leader enters the initial details of each volunteer an email is sent to the individual volunteer with a link to the website. The volunteer clicks on the link and then enters their unique email address and password on the page below.
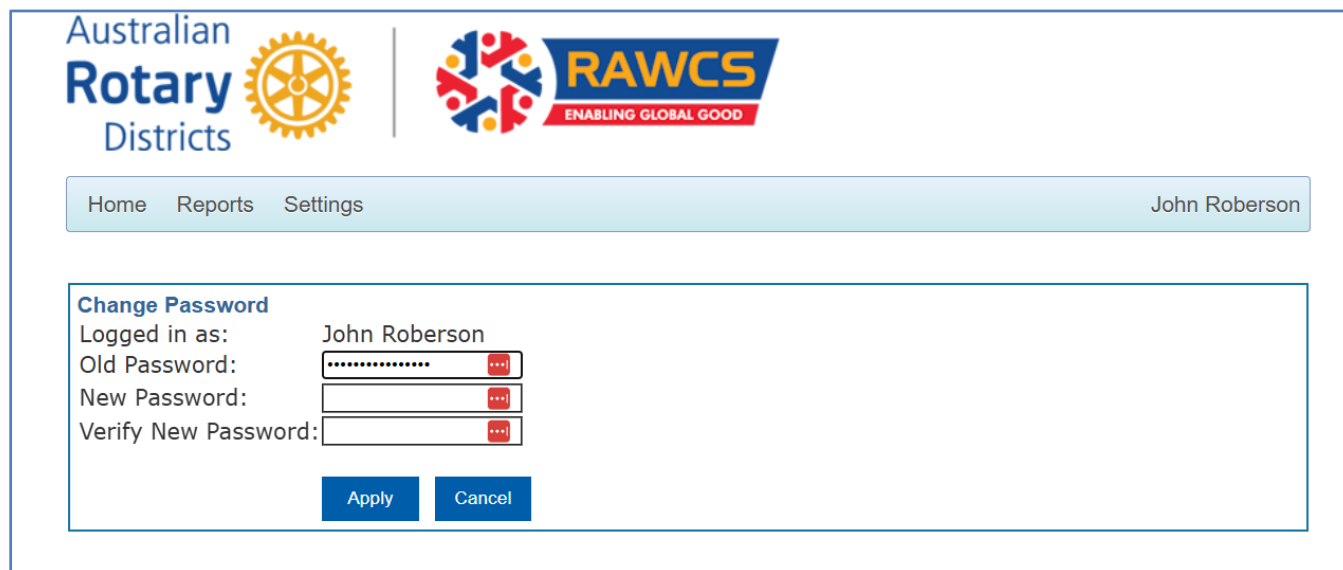
After entering the site, they should click on the "New Password" tab located at the top of the page and change

their password to one that they can remember to give security for their information.

What information does the volunteer have to enter?

When they enter the website, the page below will appear.

Volunteer Application:

Upon the Team Leader receiving an application from a Volunteer, the details are registered, and each volunteer will be sent an email inviting them to log onto the RAWCS website to enter their details.

Each volunteer and the Team Leader are required to enter the following personal details and then save them (see page example below):
- Complete all parts of the Online Volunteer Application Form (at least 5 pages before saving) (All red crosses must become green ticks)
- Enter all required information in the various sections:
    1. Personal — Name, DOB, sex, occupation, date you are leaving home and returning home
    2. Passport — current passport details (must have at least 6 months validity left on it)
    3. Contact — contact address & phone details for the volunteer
    4. Destination - must have name and address for the accommodation
    5. Emergency — details of the person who can be contacted in an emergency and your own contact details overseas — mobile phone roaming number or foreign phone number.
- Note: If you have more than one destination (Multiply countries) you need to enter a second, and

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subsequent destinations so that the information is available to DFAT for contact in case of emergency.
- When all is entered <u>save</u> your information.
- You can modify your application or download it as a PDF and print it if you wish.

Agreement, Release & Waiver of Liability:

Once the website accepts the details provided, each volunteer must read & agree to Volunteer Agreement, Release and Waiver of Liability by electronically signing the on-line acceptance link. The date & time of agreement will be detailed on the application.

Code of Conduct and Child Safeguarding Policy:

Once the website accepts the details provided, each volunteer must read & agree to abide by the Code of Conduct by electronically signing the on-line acceptance link. The date & time of agreement will be detailed on the application.

Signature Form:
- Each volunteer must electronically sign their own Volunteer Acceptance of Agreement form. Their name and IP address are recorded as proof of signing.
- If under 18 years of age their parent or legal guardian must sign the form also in addition to the volunteer.

- This form is to verify that each volunteer has read and accepts to adhere to the RAWCS Volunteer Agreement, Release and Waiver of Liability, RAWCS Child Safeguarding Policy and the Code of Conduct.

Medical Statement - Fit to Travel:

- Each volunteer must print off and then arrange their own Medical Practitioner to sign *Medical Statement — Fit to Travel* form.
- When signed, scan and upload all pages to the medical form link on the website.
- Note: RAWCS will accept a medical statement that is dated by the Medical Practitioner within 6 months of the departure date of the volunteer so keep the medical statement on file if you intend to travel as a volunteer within a 6-month period.

Do all volunteers need a Medical Certificate?

- Yes. RAWCS insists that all our volunteers seek medical advice from their own Medical Practitioner on the latest vaccinations and medications required for their protection in the countries that they are travelling to.

Insurance

All RAWCS Volunteers (Rotarians and non-Rotarians) are covered for medical expenses incurred whilst travelling by the Rotary Australia National Insurance Programme for a maximum of 90 days, which can include up to 21 days of private travel. **Note insurance will not cover a volunteer who exceeds either of these two requirements.** A full summary of travel insurance is available on the RAWCS website — Rotarian Centre/Operational Guidelines and Templates page.

Upon the completion and registration of the Volunteer Team Application, the RAWCS Regional Volunteer Supervisor notifies: -
- Each individual Volunteer with details of the Team Registration and copy of the Rotary Australia National Insurance Policy Summary including details of what to do in an emergency or claim.
- the Rotary District Governor of the Australian District sponsoring each Volunteer.
- the Rotary District Governor in the recipient country that a team will be working on the project.
- Rotary Australia National Insurance Company.
- District Insurance Officer of the sponsoring Club's District.

Travel Advice

- Travellers are advised to check cancellation terms and conditions when booking flights, accommodation etc., to ensure either a refund or credit is available in the event of cancellation or curtailment, as these costs are not claimable under insurance.

- Volunteers must seek 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/

- Smart Traveller no longer asks you to register your trip with them, instead **you should** subscribe to receive travel advice and alerts to the destinations you are travelling to and

through. Subscribing gives you the latest updates to our travel advice and news. We strongly encourage you to subscribe so you're well-informed for your trip overseas.

Child Protection:

Do all volunteers need to be cleared to work with children?

- Yes. RAWCS has a comprehensive Child Safeguarding and Code of Conduct Policy that requires all our volunteers to be registered to work with children according to their state of residence.
- The website gives the relevant authority in each state.
- Each volunteer needs to scan their authority to work with children, save it to their computer and upload the completed form to the website.
- Each state of residence is different so please check the information available for each state if you do not have an authorisation to work with children.
- Each volunteer must conform to the policies of Rotary International, RAWCS Ltd and the laws of their state of residence and the country they are working in on the protection of children. Full details can be found in the RAWCS Company Policies found in the footer of the RAWCS website.
- Where a team is working with children, in addition to providing a WWCC Card or documentation to prove they have one, they are required to provide the name, email address and phone number of two referees who will be automatically send an email with questions for them to answer. See below:

Save your information:

- When all this information is entered, remember to <u>Save</u> your information.
- The On-Line Application Process will remind you that you must enter many of the items before it will accept your completed application.
- You can go back and modify your application later if you wish. You can also download it as a PDF and print it if you wish.

NOTE: The on-line application form and uploads must be completed by every Volunteer on the team not less than <u>two weeks</u> before the date of departure.

What must be paid with this application?

- There are no Volunteer Registration Fees.
- You will be required to pay individual airfares, accommodation, living costs and the costs of RAWCS Shirts, Badges & signage that you order.

Note: Donations by a Volunteer for these payment & expenses are not tax deductible.

RAWCS Logo/Branding

- Use of RAWCS logo must be in accordance with the current branding design. Information on the current logo can be obtained from the RAWCS National Communications Manager national.comms@rawcs.org.au

Teams working with Children

Where a team is in contact with children, the answers to the six questions to the volunteer and the thirteen YES/NO questions to the referees are listed on the website visible to Regional Supervisors.

The Regional Volunteer Supervisor needs to 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. See example below:

Team member details

Team Member	Role	WWCC	Member Questions	Ref 1 Details	Ref 1 Questions	Ref 2 Details	Ref 2 Questions
John Roberson	Team Leader	✓	✓	✓	✉ ✗	✓	✉ ✗
Bilbo Baggins	Volunteer	✓	✗	✓	✉ ✗	✓	✉ ✗
Cameron McKern	Volunteer	✓	?	✓	?	✓	?

The Role of the Regional Volunteer Supervisors

- The Regional Volunteer Supervisor, can search for any volunteer application within their Region and make amendments and changes.
- A Regional Volunteer Supervisor can delete a Team Leader and team.
- A Team Leader can add, amend or delete Team members but not themselves.
- Team Leaders can enter and delete Team members from their team.

- The National Co-ordinator & the relevant Regional Volunteer Supervisor are the only ones who can enter or delete a Team Leader. NOTE - If you delete a Volunteer, you will lose all the data entered.

- If you as Regional Supervisor have added a Team that you are listed as a Team Leader or volunteer, you will have to log off and log in again as the Team Leader or volunteer to enter your details.

What does the Regional Volunteer Supervisor have to do to finalise a Team?

When all team members have completed uploading their documents, an email is circulated to the Regional Volunteer Supervisor advising that all team documents have been submitted.

Regional Supervisor must:

1. Go online and check all the team documentation is correctly filled out and uploaded.
2. The Regional Supervisor must also check and enter the following details for all Team members at "Amend Detail", including the Team Leader:

- Project Days - How many days will the team leader or volunteer be working on the project.
- Value per Day – Now Auto filled.
- Travel Costs – Realistically estimate the total cost of the team leader or volunteers travel, accommodation and food for this trip to work on this project in AU$
- If this is not completed the notification emails cannot be sent.

Sponsor Club Approval

- This approval is completed electronically at the Regional Volunteer Supervisor stage of the process.

- The sponsoring Rotary Club President is sent a notification which requests the approval by electronically signing the on-line acceptance link, that their Rotary Club acknowledges that they have agreed to sponsor all volunteers on this team and commits their District to cover the volunteer with Rotary Australia National Travel.

- Upon the website accepting the details provided, the date & time of agreement will be detailed on the Actions Page.

- Once satisfied that all information is correct, the Regional Volunteer Supervisor can then send the notification emails to:

1. Insurance Documents forwarded to each Team Member - the Rotary National Insurance Policy information and Emergency Assistance card to all volunteers.

2. Notify the Rotary Insurer of the Team Details.

3. Notify the District Governor in Australia sending the volunteers (Also notifies the District RAWCS Chair, District Insurance Officer, Regional RAWCS Chair, Regional RAWCS Secretary, and National Project Coordinator).

4. Notify the District Governor of the Overseas Country.

NOTE: every time you submit a notification, an email will be sent, so please do not send multiples unless you are requested to do so.