

Grievance Procedure for IndoAustay Exchange Students

1. Aims of the Grievance Procedure:

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

2. The Grievance Policy:

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

2.2 The Levels

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

2.3. Equity

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

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

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

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

1. Notification of complaint

If any person (including but not limited to the host parent, host school or exchange student) has a

complaint about the exchange program they should immediately notify the Program Manager.

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

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

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

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

3. Investigation and referral

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

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

4. Conciliation / arbitration

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

5. Resolution

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

6. Communication and explanation of decision and acknowledgement of outcome

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

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

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

2.7. Who is ultimately responsible for resolving the conflict?

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

2.8 Emergency Management Plan

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

The student

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

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

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

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

IndoAustay

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

The Host Family

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

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

The School

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

2.9 Emergency Management Plan

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

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

2.10 Disciplinary procedures

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

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