

POLICY HANDBOOK

OCTOBER 2016 EDITION

Contacts

In the case of any emergency, contact your ICM Team.

ICM Team Contact Person:

Email:

Telephone:

In case of a medical emergency, contact AHI Assist.

24 hour telephone: +61 2 9978 6678

SMS: +61 4 1690 7493

If you have an insurance query, contact Gow-Gates Insurance Brokers.

Email: festeban@gowgates.com.au or mcommerford@gowgates.com.au

Telephone: +61 2 8267 9976 or +61 2 8267 9970

To access counselling services, contact Response Psychological.

Telephone: +61 3 9016 0400

Email: response@responsepsychological.com

Skype: responsepsychological

To contact Scope Global, use the following details.

Volunteer Unit

Scope Global

41 Dequetteville Tce, Kent Town, SA 5067

Freecall: 1800 995 536 (within Australia)

Telephone: +61 8 8364 8500

Email: info.volunteers@scopeglobal.com

Welcome

The Australian Government's new aid policy was launched in June 2014.

The name of the aid policy is:

“Australian aid: promoting prosperity, reducing poverty, enhancing stability”.

The new policy aims to maximise impact through private sector development as well as human development, by investing in the six key areas of:

- Infrastructure, trade facilitation and international competitiveness
- Agriculture, fisheries and water
- Effective governance: policies, institutions and functioning economies
- Education and health
- Building resilience: humanitarian assistance, disaster risk reduction and social protection
- Gender equality and empowering women and girls

For further information:

<http://dfat.gov.au/aid/Pages/australias-aid-program.aspx>

The Australian Volunteers for International Development (AVID) program is an Australian Government initiative. The program draws together all Australian Government-funded international development volunteering initiatives into one program.

Goal of the AVID Program

The goal of the AVID program is to contribute to sustainable economic growth and poverty reduction through effective development and advance Australia's reputation and relationships in the region.

Objectives of the AVID Program

The AVID program has two equal objectives:

1. To support the capacity of Host Organisations to deliver effective and sustainable development outcomes
2. To promote a positive perception of Australia in the Indo-Pacific region through the contribution of volunteers

This means that Australian volunteers support Host Organisations in enhancing their capacity to deliver effective and sustainable development outcomes. It also means promoting Australia and the AVID program in-country, and strengthening people to people links between volunteers, alumni, Host Organisations and Australian Partner Organisations.

Scope Global is a core partner in the Australian Volunteers for International Development program. With extensive experience in international volunteering, Scope Global works with Australian Volunteers International (AVI) to deliver more than 500 volunteers annually around the globe.

Scope Global mobilises skilled, business and youth volunteers on short and long term assignments across Asia and the Pacific. Volunteers work with local staff in Host Organisations in the public and private sectors, including non government organisations (NGOs), international non government organisations (INGOs), government agencies and educational institutions.

This Policy Handbook has been developed to assist you in understanding the provisions, roles, responsibilities, expectations and policies of the Australian Volunteers for International Development (AVID) program, managed by Scope Global. It contains important information for all Scope Global volunteers and identifies the principles and expectations of your relationship with the program. Please read it carefully before you leave Australia, and take it with you as a reference throughout your assignment.

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1. Communication

Scope Global uses email as the primary form of communication. Please save Scope Global email addresses in your safe senders list, to reduce problems associated with spam protectors and bulk mail. As a general rule, you will primarily be in contact with your Volunteer Coordinator prior to mobilisation, with your In-Country Management (ICM) Team once you have mobilised, and with the Alumni Team when you return. Please advise your Volunteer Coordinator and your ICM Team immediately of any changes to your contact details at any time.

Prior to commencing your assignment, you should ask your ICM Team about the communication options available in your assignment location. Where possible, Scope Global encourages you to take your mobile phone and to purchase a local SIM card.

You are expected to undertake all communications in a culturally sensitive manner and to demonstrate respect. Please refer to your Code of Conduct for further clarification.

1.1 Before Leaving Australia

During your preparation stage, Scope Global will assign a Volunteer Coordinator to assist you. This person will be a member of the Volunteer Management Team and will be responsible for assisting volunteers who will be mobilising to a range of countries. You can direct all questions related to your pre mobilisation requirements, including your attendance at an Australian Volunteers Briefing, to your Volunteer Coordinator.

Before leaving Australia, you will also be provided with the contact details of your ICM Team. You can contact your ICM Team to discuss your assignment in further detail before accepting your offer. If you plan to phone your ICM Team, please arrange a suitable time via email first.

You will be provided with the contact details of your Host Organisation (HO), and it is important that you contact them to talk further about your assignment and to start building a strong relationship with them.

You should contact your ICM Team in the first instance, and wait for them to confirm that you may contact your HO.

If you have an assignment which is supported by an Australian Partner Organisation (APO), you will also need to contact them to discuss your assignment. The APO will be provided with your details and will be encouraged to contact you to arrange discussions with you and your HO

1.2 During Your Assignment

Whilst you are on assignment, your key contact will be your ICM Team. Scope Global will often forward important information to your ICM Team, who will ensure that it is appropriately distributed to HOs and all volunteers. Once you have mobilised, the majority of your questions or queries about the program or your placement should be directed to your ICM Team. Your ICM Team will involve your Regional Director and other program staff if required.

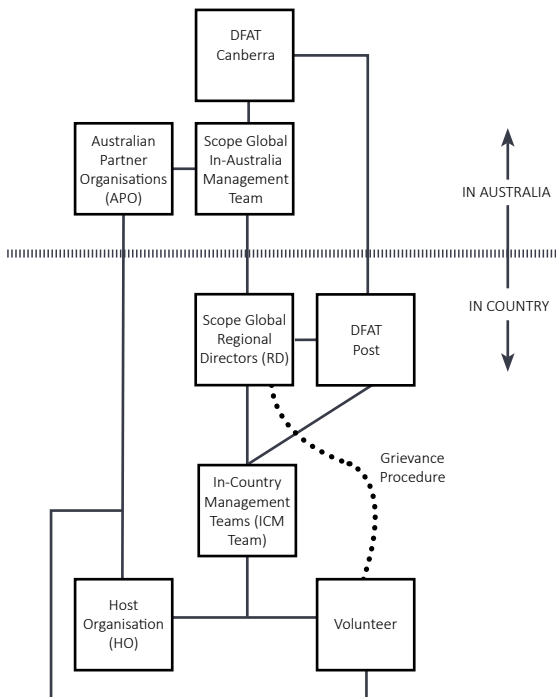
In the event of an emergency, you will receive communication directly from your ICM Team. Scope Global reports to both the Australian Government post (based in each country) and the Australian Government in Canberra regularly, and provides incident reports and updates as required.

Your HO (and APO where applicable) are responsible for providing the supervision, welfare support, and adequate resources required for you to undertake your assignment. Your HO is expected to participate in program monitoring as arranged with the ICM Team. The ICM Team will manage inquiries from your HO and will provide any support they require during your assignment.

It is important that you do not direct any communication related to your placement to the Australian Government post in-country. The Australian Government is not responsible for the day-to-day management of your placement, and will refer your inquiry back to Scope Global. Scope Global's Grievance Policy and Procedure outlines the method for addressing unresolved disputes and is outlined in Section 6.8.

The following Communication Matrix identifies Assignment Communication Channels.

Communications Matrix



2. Your Responsibilities

Scope Global is grateful that you have agreed to contribute your time towards a worthy cause on a voluntary basis. You recognise that as a volunteer engaged by Scope Global you contribute your time voluntarily and are not an employee of Scope Global, the Australian Government or the Host Organisation. Accordingly, there is no intention to create legally binding obligations between you and Scope Global.

However it is of course necessary for some standard of behaviour to apply to your conduct as a volunteer to ensure the proper, effective operation of your volunteer assignment. Having such standards in place assists both you and your Host Organisation to get the most out of your volunteer assignment. You therefore acknowledge that the Volunteer Policy Handbook and the Code of Conduct contain standards in relation to how you should conduct yourself during your volunteer assignment, as well as what Scope Global intends to do in relation to your assignment, but does not create a legal contract between you and Scope Global.

2.1 Accepting Your Assignment

Before you depart Australia, you will need to complete a number of processes. It is your responsibility to ensure that you meet the nominated deadlines for each process; you should contact your Volunteer Coordinator if you are having difficulties. These activities are part of the selection process and you must complete each step before Scope Global can facilitate your mobilisation.

Once you have received an offer of an assignment from Scope Global you will need to accept the offer by completing the requested paperwork. Your HO (and APO where applicable) will also need to sign off on their acceptance of you.

The HO or APO may wish to conduct a formal interview with you to determine your suitability for the position before accepting the recommendation. In some rare circumstances, they may decide that they are not willing to accept the recommendation because they do

not feel you are suited to undertaking their position. In these cases, your Volunteer Coordinator will contact you to discuss the situation and determine the best arrangement. Scope Global will not be held accountable for any potential inconvenience caused by this.

To accept your assignment, please sign and return your Australian Volunteers Code of Conduct within the requested timeframe.

2.2 Code of Conduct

The aim of the program is to strengthen mutual understanding between Australia and countries in Asia and the Pacific, as well as to make a positive contribution to development. Achieving this aim depends on every volunteer demonstrating the highest level of professional and personal standards at all times while in their host country, and conducting themselves in a manner consistent with the aims of the program.

It is a program requirement that you sign your Code of Conduct. By accepting the intent and principles of the code, and complying with its requirements, you are acknowledging your privileged status as a representative of the Australian people within local communities overseas. If you fail to comply with the code, Scope Global may be forced to withdraw you from the program. Any withdrawal from the program will be managed in line with the principles of fairness, equity and transparency, and will follow the procedures outlined in the Program Agency Breach of Code of Conduct Policy.

As a Scope Global volunteer, you make the following declarations:

1 LAWS OF THE HOST COUNTRY

- I will abide by all the laws, regulations and workplace requirements of the country of assignment
- I will avoid involvement in politics, and refrain from public comment and/or demonstrations on political, cultural and religious matters
- I will respect the symbols of nationalism and religious practices of the country of assignment

2 CULTURAL SENSITIVITY

- I will seek, develop and display understanding and sensitivity of local customs, including those relating to personal behaviour and dress
- I will respect customs that protect local cultural property
- I will not use my position as a volunteer to request advantages or favours (including sexual favours)
- I will refuse any financial or material gifts, or promises of such gifts or other advantages, except for small cultural and customary gifts given in appreciation or mutual respect. Gift examples include small handicrafts, food and beverage, and other small items of decoration
- I will not make personal donations to my host organisation while on assignment, understanding that doing so may have unforeseen consequences for the organisation or my colleagues

3 WORKING WITH THE HOST ORGANISATION

- I will abide by the workplace policies of my host organisation overseas, and accept that my first line of responsibility is to my Host Organisation
- I will not make any change, or agree to any change being made to the nature of my assignment overseas, without prior agreement from both Scope Global and my Host Organisation
- I will undertake my assignment and professional duties diligently and to the best of my ability in line with appropriate professional standards
- I will not engage in any paid work and/or business enterprise for personal gain in the host country
- I will not accept any supplementary payment from a government or any other source, even when intended to cover the performance of any additional duties or activities, while on a volunteer assignment funded through the Australian Volunteers for International Development program, without core partner approval
- I will not engage in any unpaid part time work in addition to my volunteer assignment without prior approval from my Host Organisation and Scope Global
- I will advise Scope Global at the earliest opportunity of any issue that may affect the outcome of the assignment
- I accept that if I do not meet in good faith my obligations and the terms of my assignment, I may be liable to refund to Scope Global all expenses incurred as a result of my participation in the program
- While I understand Scope Global negotiates in good faith with overseas Host Organisations and volunteers, and takes responsibility for matters under its direct control, I accept that all arrangements are subject to change due to unforeseen circumstances
- I understand that significant changes to the nature of my assignment overseas may be subject to approval by the Australian Government
- I am entitled to one week leave for three months served, and I will not take leave in excess of the assignment's entitlements except with prior explicit approval of Scope Global and my Host Organisation

- I will not leave the country of my volunteer assignment, unless requested by Scope Global, or unless prior approval has been provided by Scope Global and my Host Organisation

4 LIMITS TO WORK – MEDICAL AND LEGAL PRACTITIONERS

- I will not act as a medical, allied health, or legal professional without adequate professional indemnity, unless I have obtained written approval from Scope Global

5 WORKING WITH SCOPE GLOBAL

- I understand that I have chosen to work with Scope Global for the length of my assignment, and that my personal information may be shared with other agencies delivering the Australian Volunteers program for safety and security purposes, or in the event I apply for another Australian volunteer assignment with another core partner
- I understand that I have professional obligations to treat all agency personnel and in particular, in-country personnel with courtesy and respect at all times
- I understand that any extension or reduction in the duration of my assignment must be negotiated and agreed to by the Host Organisation and Scope Global
- I will follow all safety and security instructions given by Scope Global during my assignment, and I will keep my program agency informed of movements away from the location of assignment at all times

6 ASSIGNMENT REPORTING AND MONITORING

- Should any issue arise that may affect my personal wellbeing or the outcome of my assignment, I agree to bring this to the immediate attention of my Host Organisation and Scope Global will participate in regular monitoring checks, meetings and reviews with Scope Global and/or with the Australian Government
- Should any personal conflict or any issue that may adversely affect my personal circumstances arise during my assignment, I will follow the established program communication protocols, including the grievance procedure in Scope Global's volunteer policy handbook

- I will keep Scope Global informed of any change in my residential or work addresses throughout the assignment, and will notify Scope Global of the dates and locations of any travel I undertake
- I will complete required monitoring and evaluation reports in a timely manner
- I will ensure that Scope Global is notified of any potential donations or grants awarded to the Host Organisation as a result of my assignment

7 TERMS AND CONDITIONS OF PAYMENT AND ALLOWANCES FOR WORK

- I understand that the living and accommodation allowances paid to me by Scope Global are only to be used while I am in-country working on my assignment. Scope Global will not be liable to pay any living or accommodation allowance or other financial compensation resulting from unforeseen delays in mobilisation
- If there is a contribution to my assignment by an Australian Partner Organisation or the Host Organisation, I understand my allowances will be adjusted accordingly
- I understand that if I leave my assignment before completion, I may be required to repay Scope Global any allowances paid in advance of the termination date
- I understand that program provisions and coverage cease as early as my official assignment completion date. This includes medical and travel insurance, emergency assistance, visas, and in-country support. Should I choose to stay in the country past my official assignment completion date I understand that I am responsible for arranging my own insurance cover, and for any costs associated with changing my return flight and visa

8 APPROPRIATE PERSONAL BEHAVIOUR

- I will refrain from any conduct that may bring into disrepute the Australian Government, the Australian Volunteers for International Development program, the host government, my overseas Host Organisation or Scope Global (where applicable)

- I will refrain from engaging in any fraudulent or dishonest activity or behaviour
- I will refrain from possessing or using any drug that is illegal either in Australia or the host country, and I will abide by any regulations of the host country in relation to alcohol and drugs of any description
- I will avoid any form of behaviour that may be considered discriminatory, included on the basis of nationality, ethnicity, gender, political affiliation, culture, religious belief or activity, age, race, sexual orientation, and mental or physical disability or impairment

9 CHILD PROTECTION

- I acknowledge and accept that Scope Global abides by laws regarding child exploitation, child pornography and the abuse of children
- I will abide by the policies of Scope Global to protect the rights of children in all aspects of my assignment
- I acknowledge and accept that protection of children is in all cases the overriding consideration

10 HEALTH AND WELLBEING

- I agree to disclose all known pre-existing health conditions, including mental health conditions, as part of the application process
- I will accept responsibility for maintaining my health and wellbeing
- I will exercise all reasonable caution when undertaking any activities that may result in harm or injury to me or others
- I understand that should the Australian Government and Scope Global believe that I am a risk to myself or others, it can take whatever steps necessary to ensure my safety and the safety of those around me
- I will complete a Post-Assignment Medical Assessment upon completion of my assignment in accordance with Scope Global procedures
- I agree to identify, minimise, and optimise management of health risks through a health management plan involving myself, my treating physician, and Scope Global

11 SAFETY AND SECURITY

- I will follow any reasonable instruction by Scope Global (or its agent) relating to security, and I understand this may include sharing my contact details with fellow volunteers, Host Organisations, or program agencies
- I will ensure that Scope Global knows where I can be contacted at all times, especially in the event of any security risk or emergency
- I will register and immediately update my personal details with the Australian diplomatic mission responsible for the country in which I am placed
- I will monitor and take account of the regular travel advisories issued by the Department of Foreign Affairs and Trade
- Should I wish to take significant leave from my assignment, I will:
 - Obtain permission from my Host Organisation
 - Obtain permission from Scope Global, giving dates of departure and return, along with a contact address
 - Advise the local Australian diplomatic mission, or equivalent
- I will exercise all reasonable caution when undertaking any activities that may result in harm or injury to me or others, such as wearing a motorcycle helmet, bicycle helmet, life vest, or relevant safety gear
- I have read and understood the country/regional security paper supplied by Scope Global
- To enable effective insurance coverage, I will follow any reasonable instructions from Scope Global (or agent), and abide by the terms of the insurance policy
- I understand that following an evacuation situation, Scope Global will inform me as to if, and when, I am cleared to return. I acknowledge that I cannot return to the country of my assignment without Scope Global clearance to return. I understand that failure to comply with safety and security instructions may result in termination from the program

12 REPRESENTATION, RESEARCH, PUBLICATION AND MEDIA

- I will not represent myself as an employee or agent of the Australian Government or of Scope Global
- I will not issue public statements in any way related to the activities or interests of the Australian Government or the host country without the prior explicit approval of Scope Global, who will seek permission from the Australian Government
- I will seek the prior approval of Scope Global before: undertaking any research; issuing statements to the press or other agencies of public information; releasing visual information for publication; submitting articles, books or other material for publication or formal research assessment; or taking part in mass communication activities such as social networking, blogs, film, radio or television productions that are in any way related to my assignment, unless these activities are part of my normal assignment duties
- Where possible, I will participate in promotional activities organised by Scope Global or the Australian Government during and after my assignment

13 PRIVACY AND CONFIDENTIALITY

- I will respect the confidentiality of information received during my assignment relating to Australian Volunteers participants and Host Organisations
- I will not disclose, summarise or publish any restricted government documents or confidential information, including reports, to third parties without the authorisation of my Host Organisation, and/ or without obtaining prior consent from the appropriate national authority
- I understand Scope Global will comply with the Privacy Act 1988 and the Australian Privacy Principles when handling any personal, sensitive or health information as defined in section 6 of the Privacy Act 1988
- I acknowledge that the collection, storage, use and disclosure of personal information provided by me in relation to the AVID program is subject to the Privacy Act 1988 (Cth)

- I agree that personal information provided by me in relation to the AVID program may be used for the purposes of administering, evaluating and promoting the AVID program. Such purposes include:
 - Australian Government briefings, including for events and for Australian officials travelling overseas or within Australia
 - Public relations opportunities – magazines, brochures, websites, advertisements, media release/events
 - Mentoring programs
 - Inviting your participation as a current AVID Alumni to brief AVID volunteer candidates as part of their preparation
 - Internal Australian Government reports
 - Certificates of Appreciation
- I consent to personal information provided by me in relation to the program being disclosed to:
 - The Department of Foreign Affairs and Trade (DFAT)
 - Australian Government ministers and/or Australian parliamentary bodies
 - Sub-contractors of the Australian Government and of Scope Global who assist in the implementation and evaluation of the AVID program
 - Volunteer Host Organisations
 - Other volunteer organisations that deliver the AVID volunteer program including Australian Volunteer International (AVI)
 - Members of the public through the promotion of the AVID program
 - Volunteer Alumni, other AVID program volunteers, and prospective volunteers

14 GRIEVANCE AND DISPUTE RESOLUTION

- Should a grievance arise during my assignment, I will first make all attempts to resolve the situation locally. If this is unsuccessful, I will notify Scope Global according to the Grievance Policy outlined in the volunteer guide book. After exhausting all these procedures with Scope Global, I will refer any irreconcilable concerns to the Volunteer Unit, DFAT, Canberra

15 RECOGNITION OF RISK

- I understand and recognise that there are significant potential health and other hazards (both foreseeable and unforeseeable) associated with participating in volunteer assignments
- Both through the information provided by Scope Global and my own efforts, I have obtained enough information to make an informed decision about the risks of participating in this assignment
- Despite these potential risks, and after considered evaluation of the conditions under which I will be living and working, I have decided to participate in this program

16 CONSEQUENCES OF VIOLATIONS

- Breaches of this Code of Conduct may require the termination of a volunteer assignment

By signing the Code of Conduct as a Scope Global volunteer, you make the following declaration of agreement and acceptance of enforceability.

DECLARATION

By signing this declaration, I confirm and accept that:

- I am being placed into a program or project administered by Scope Global (the 'assignment')
- My conduct during the assignment is governed by the standards defined in this volunteer Code of Conduct
- I will abide by all the provisions of this Code of Conduct during the term of the assignment

- My failure to comply with the standards of the volunteer Code of Conduct may result in termination of my volunteer assignment
- In the event of the early termination from a volunteer assignment or early departure from the assignment, I agree to repay any advance allowances provided to me by Scope Global
- In the event that Scope Global cancels the assignment for any breaches of this Code of Conduct, I will have no claims against the agency or the Commonwealth of Australia in respect to any losses as a result of the end of the assignment
- I am responsible for ensuring that any member of family or other person authorised to accompany me will comply with this Code of Conduct
- I have read and understood the:
 - Assignment terms and conditions agreement for my assignment
 - Policy Handbook for volunteers of Scope Global
 - Specified policies of Scope Global and the Host Organisation relevant to my assignment

2.3 Breach of Code of Conduct Policy

If a potential Code of Conduct breach occurs, your ICM Team will initiate a thorough investigation. In the simplest situations, the investigation will be undertaken only by the ICM Team but, in more complex situations, the Regional Director and potentially a fully independent team, nominated by the Program Manager, will also be involved.

All action will be undertaken in line with the principles of fairness, equity and transparency. In any potential breach situation the Regional Director is to be informed early of the situation.

If a breach is confirmed the Investigation Team has several options depending upon:

- The seriousness of the breach
- The intent of the volunteer
- The attitude of the volunteer to the breach

Options open to the Investigation Team include:

- A verbal warning
- A written warning
- Removal of the volunteer from the program

2.4 Child Protection Policy

Scope Global is committed to the safety and protection of children from all forms of abuse and exploitation. The Child Protection Policy provides guidance for Scope Global personnel and volunteers on appropriate behaviour when interacting with children both in Australia and overseas. The program respects the rights and welfare of all peoples and their involvement in providing safe environments.

The Child Protection Policy operates in conjunction with common and statute law and does not exclude or replace the rights and obligations of any individual under Australian common and/or statute law. A 'child' means every human being below the age of 18 regardless of the age of consent locally.

AVID program volunteers managed by Scope Global shall:

- Treat children with dignity and respect regardless of ethnicity, race, colour, gender, age, language, religion, political or other opinion, disability, or other status
- Conduct themselves in a manner appropriate to their position as a representative of Scope Global in all their dealings with children
- Immediately raise concerns regarding a child's safety or wellbeing in accordance with Scope Global's Reporting Procedures and observe procedural fairness when engaged in decision-making
- Be visible when working with children and, wherever possible, ensure that another adult is present when working in the proximity of children
- Listen to children and allow them to be engaged in decisions that may affect them
- Comply with all relevant Australian legislation and legislation of the host country, including labour laws in relation to child labour

- Follow organisational policy and guidelines regarding the safety of children
- Adhere to program guidelines for photographing or filming children

AVID program volunteers managed by Scope Global shall not:

- Use language or demonstrate behaviour towards children that is inappropriate, harassing, abusive, demeaning, sexually provocative, or culturally insensitive
- Engage children in any form of activity that is demeaning, offensive, sexually provocative, abusive or culturally inappropriate or insensitive
- Engage children in any form of sexual activity or acts, including paying for sexual services or acts
- Invite unaccompanied children into their home, unless they are at immediate risk of injury or in physical danger
- Access child pornography through any medium
- Sleep in close proximity to unsupervised children
- Hire children for domestic or other labour which is inappropriate given their age or developmental stage, which interferes with their time available for education and recreation activities, or which places them at significant risk of injury
- Exclude or favour a particular child
- Physically assault, discipline or punish children
- Touch a child in an inappropriate or culturally insensitive manner

Representatives in direct medical care positions are to follow Australian and/or overseas industry guidelines.

POLICY FOR USING CHILDREN'S IMAGES

When photographing or filming a child for work-related purposes, volunteers managed by Scope Global must:

- Assess and comply with local traditions or restrictions for reproducing personal images

- Obtain legitimate consent from a parent or guardian of the child. As part of this an explanation as to how the photograph or film will be used must be given
- Ensure photographs, films, videos and DVDs present children in a dignified and respectful manner and not in a vulnerable or submissive manner. Children should be adequately clothed and not in poses that could be seen as sexually suggestive
- Ensure images are honest representations of the context and the facts
- Ensure file labels do not reveal identifying information about a child when sending images electronically
- Ensure images of children available for public use do not reveal any identifying information

Any suspicion or disclosure of child abuse must be immediately reported to the relevant member of the ICM Team or Program Manager and Scope Global's Child Protection Officer at cpo@scopeglobal.com

For further information, refer to Scope Global's Child Protection policy at: www.volunteering.scopeglobal.com

3. Before Departing

3.1 Medical

Before commencing your assignment, you must receive an 'approved' Medical Clearance Status from Globe Medical (Australia). Medical clearance decisions will be influenced by, but not limited to, the Pre-Assignment Medical Assessment (Pre-AMA), vaccination status and attaining important health knowledge and learning outcomes.

The Pre-Assignment Medical Assessment is designed to assess whether you are mentally and physically capable of undertaking an international assignment in your host country, for the required period of time. It will determine that there is not a reasonable likelihood of: significant risk to your wellbeing, or undue disruption to your assignment or HO.

You need to complete all medical requirements through accessing Globe Medical's Volunteer Care Portal (www.volunteercare.com.au).

You will not be granted a Medical Clearance Status of ‘approved’ until all required components of your medical preparation have been deemed complete by Globe Medical (Australia).

You **must** disclose any pre-existing medical conditions during your Pre-AMA. A pre-existing condition may not necessarily preclude you from being considered for medical clearance, however your insurance is unlikely to respond to ongoing and expected treatment related to a pre-existing condition. If you have a pre-existing medical condition, please ensure you are fully aware of the implications it poses to your insurance cover. Urgent medical events of an unexpected nature will be responded to by the program’s insurance. However, failure to disclose a pre-existing condition will negate insurance cover for medical costs associated with unexpected urgent treatment whilst overseas. In this case, you will be responsible for covering all costs associated with treatment and/or evacuation.

You will need to develop a strategy for managing your condition. This should be developed in conjunction with your regular General Practitioner (GP). You can find further information on the Volunteer Care Portal about managing your health while on assignment.

DENTAL HEALTH CHECK

You are required to undergo a dental health check or have had a dental health check within 12 months of your mobilisation. This is because you will be overseas for an extended period of time and the identification and management of potential underlying dental health issues is very important from a preventative perspective.

You can find further information about managing your health at: www.smarttraveller.gov.au and www.globemedical.com.au

3.2 Mental Health

You will have completed an online psychometric assessment with a potential follow up interview conducted by Response Psychological Services. This would have been followed by a behavioural-based interview with a Recruitment Consultant from Scope Global as well as reference checks.

It is your responsibility to disclose any pre-existing mental health conditions to Response Psychological Services and Globe Medical (Australia). Such a condition will not necessarily preclude you from medical clearance, however you must develop a strategy for managing your condition. This strategy is to be developed in conjunction with your treating health providers (e.g. GP, psychiatrist, psychologist). Failure to disclose any pre-existing conditions will negate insurance cover for medical costs associated with treatment whilst overseas. Your condition MUST be something which can be adequately responded to under the program's insurance provisions. Scope Global cannot mobilise a volunteer whose condition cannot be covered by insurance, should the unlikely event of a life-threatening circumstance arise.

3.3 First Aid Certification

As of December 1st 2012, all volunteers who are successfully recruited for a volunteer position with the Australian Volunteer program are required to obtain a first aid competency that satisfies the requirements of Australian Standard HLTAID003 'Provide First Aid' or its predecessor HLTF311A 'Apply First Aid'. This cost is not covered by the program, and a copy of the certification must be provided to your Volunteer Coordinator prior to your mobilisation date. Any program-supported adult dependants accompanying volunteers are also required to obtain competency in either HLTAID003 or HLTF311A. Certificates can be obtained through the completion of short courses with a Registered Training Organisation listed on: <http://training.gov.au>

Only qualified paramedics, medical doctors and nurses can request an exemption from this requirement.

3.4 Applying for Your Visa

You will be provided with information about applying for your visa in your Conditional Offer Pack. This information includes the requirements and procedures for obtaining the correct visa for your assignment and country, and any necessary letters of support from the program.

If you are unable to obtain the correct visa, please contact your ICM Team and Volunteer Coordinator immediately and they will assist you further. Failure to obtain the correct visa will result in you being unable to undertake your placement. Scope Global will not be held responsible for any inconvenience caused by this.

The program will cover any fees associated with obtaining and maintaining a valid volunteer visa for the duration of your assignment, including postage. The program will not cover any costs associated with applying for or renewing passports.

If you incur visa-related fees in Australia, please send a scanned receipt as soon as possible to your Volunteer Coordinator for reimbursement. If you incur fees in-country, please email a scanned receipt to your ICM Team for reimbursement. Reimbursements cannot be processed without a valid receipt.

3.5 Police Clearance

As part of the selection process, you are required to obtain a police clearance through the Australian Federal Police. Scope Global will send your completed Criminal History Form and the relevant payment to the Australian Federal Police once you have been sent a Conditional Offer. Your Volunteer Coordinator must receive your clearance before Scope Global can facilitate your mobilisation. If there are delays in processing your police clearance, your Volunteer Coordinator will contact you.

3.6 Australian Volunteers Briefing

The Australian Volunteers Briefing is an event which aims to prepare you for mobilising on your assignment. Briefing will increase your understanding of the AVID program, of the Australian Aid strategic focus and work in your region, and of insurance, medical, emergency, and security arrangements. Briefing also focuses on exploring cross cultural issues in developing country contexts, and helps you to develop tools for capacity development. This will enable you to share your skills and knowledge effectively, and to achieve sustainable development on your assignment.

Briefing is part of the program's staged selection process. It is a mandatory requirement to attend. You are only eligible to mobilise without attending a Briefing if you have completed a full Scope Global Briefing within the last 24 months.

If you believe you are eligible to mobilise without attending another Briefing, contact your Volunteer Coordinator, as Scope Global will assume that you are attending unless you confirm otherwise.

Briefing will provide you with opportunities to network and develop relationships that will assist you on assignment. It will provide you with an opportunity to discuss ideas and questions with other volunteers, with Scope Global staff, and with a broad range of experienced contractors. The information you receive at Briefing will take into account the wide variety of backgrounds and experiences of all volunteers, and the varieties of countries and environments that volunteers are placed in. This means that some information will be broad, while other information will be more tailored to your situation. The Briefing sessions will use country specific examples and case studies where possible, and will include some country breakout sessions (including a session with returned volunteers from your country). To complement the Briefing curriculum, you will also undertake a comprehensive In-Country Orientation (ICO) upon arrival in your host country (see Section 5.2).

You must attend your designated Australian Volunteers Briefing as stipulated in the application process, and mobilise within three months of attending, unless otherwise approved by the Program Manager under special circumstances. You must attend every session, actively participate, and ensure your behaviour reflects and demonstrates the Australian Volunteers Code of Conduct. Scope Global will provide you with a return air ticket from your closest Australian capital city for Briefing, in accordance with the information on your Volunteer Mobilisation Details Form. The dates and route of your domestic tickets are not negotiable.

3.7 Postponed or Cancelled Assignments

Occasionally, it may be impossible for Scope Global to facilitate your mobilisation due to circumstances that may arise prior to your departure. These circumstances may include the deferring or withholding of medical clearance, failure to pass a police clearance, an emergency situation in the host country of your assignment, an assignment ceasing to exist, or the denial of an entry visa.

Scope Global reserves the right to cancel or postpone an assignment at any stage during the mobilisation process. If an assignment is postponed or cancelled, your Volunteer Coordinator will contact you immediately to discuss the reasons and to determine the best arrangement. Scope Global cannot be held responsible for major changes in circumstance and reserves the right to make the final decision about departure.

4. Host Country

4.1 Program Agreements

The aim of the AVID program is to strengthen mutual understanding between Australia and the countries in which the program operates, and to make a positive contribution to development. The program operates under a formal agreement between the Australian Government and the governments of most of the countries in which it operates. These agreements set out the responsibilities of the program, the volunteer, and the partner government. Your Code of Conduct, the HO's Assignment Agreement, and many of the program's policies have taken these agreements into consideration.

4.2 Laws of the Host Country

All volunteers are subject to the laws of their host country. You should be familiar with these laws, including currency regulation. Offences and penalties may differ significantly to those in Australia, for example the possession of drugs. You should also be aware of local laws regarding sexual relationships. If you do not adhere to local laws, you are in breach of your Code of Conduct, which will result in your assignment being

terminated and may impact on insurance provisions. Any offences which require legal representation are your responsibility. Advice may be provided by the program or Australian consular services but any financial and other costs associated with obtaining this representation are your responsibility.

It is program policy that you must wear a motorcycle or bike helmet even though it may not be a legal requirement in your host country.

If you intend to ride a motorcycle or drive whilst on assignment, in addition to abiding by the licencing laws of your host country, you must possess at a minimum the relevant Australian licence. This is defined as a Learners Permit for motorcycles and a Class C Licence for cars. The program will not permit you to drive a car or ride a motorcycle without such a licence, regardless of the engine size of the vehicle.

If you ride a motorcycle whilst on assignment it is strongly recommended that you use a full-faced helmet that is certified to Australian standards and is from a reputable brand. If these are not available in-country you should obtain one before departure. Please refer to the In-Country Tips and your In-Country Management Team (ICMT) for further information.

4.3 Politics and Religion

While the right to hold views on certain political and religious matters is respected in Australia, these may represent highly contentious issues in your host country. It is important that you refrain from engaging in any political activities during your assignment. This can include things as simple as signing a petition. Making political statements can not only have an impact on you, but can also affect the community and the reputation of the program. As identified in your Code of Conduct, if you participate in any form of political activity whilst on assignment, your assignment may be terminated.

It is generally acceptable for you to practise your own religion, provided you show respect for the official religion of your host country, and provided you do not proselytise.

4.4 Illegal Drugs

Recreational drugs are illegal in all countries in which the program operates. As documented in your Code of Conduct, you are expected to refrain from using or becoming involved with any recreational drugs, which in some countries may include alcohol. If you breach drug laws, you will be at risk of serious penalties being imposed. In addition, such behaviour has the potential to bring the reputation of the program, of other volunteers, and of the Australian Government into question. If Scope Global becomes aware that you have been involved with recreational or illegal drugs, your assignment will be terminated.

4.5 Other Work

As part of your Code of Conduct, you agree not to seek any employment other than your volunteer position throughout your time on assignment. This includes both paid and, in some cases, voluntary work. If you are interested in undertaking volunteer work outside of your assignment, you must seek approval from your ICM Team. Your ICM Team will ensure that any extra voluntary work is safe and appropriate before providing approval.

4.6 Use of Information and Communications Technology Resources

You are expected to use the ICT resources of your HO responsibly and lawfully. You must abide by the ICT policy of your HO, in addition to any other relevant policies. Some general guidelines are:

- Do not use or remove any equipment without express authorisation from your HO
- Do not access, store or transmit any materials that are in violation of Australian law and/or the laws of the host country
- Do not use resources in a manner that may be deemed by others as harassment, discrimination, abuse
- Do not use resources in a manner that may be deemed by others as obscene, threatening, or otherwise inappropriate
- Use resources as required to fulfil your assignment outcomes, and limit your personal usage

5. Arrival In-Country

5.1 Airport Transfers and Short Term Accommodation

Upon arrival, you and your fellow volunteers will be transferred from the airport to temporary accommodation. Scope Global will provide temporary short term accommodation for the duration of your orientation program until you find appropriate long term accommodation. This accommodation will be of a basic standard and you may be required to share accommodation with other volunteers.

5.2 In-Country Orientation

When you arrive in your host country, you will participate in an In-Country Orientation (ICO) program, facilitated by your ICM Team. The ICO program is designed to assist you in settling into your new culture and environment as quickly as possible. It includes country specific briefings on culture, security and communication. ICO also includes a physical orientation to public transport, appropriate accommodation, shopping, and banking. Your ICM Team will arrange for you to participate in language training at this time.

During your ICO, you will work with your ICM Team to design an individual communication, monitoring and Personal Safety and Security Plan. The ICO will also include registration with the Australian Mission (see Section 10.1). You and your fellow volunteers will be provided with an opportunity to register your details through the online Department of Foreign Affairs and Trade (DFAT) registration system. This system allows authorities to keep a record of where Australians are placed so that they can be contacted quickly should the need arise. In many countries, volunteers will be introduced to Embassy staff, including Australian Government representatives.

If your assignment is based in a rural or regional location, you will complete the ICO with city-based volunteers before travelling to your assignment location. Your ICM will arrange travel from ICO to your assignment location, and will provide you with the tickets during ICO.

Your ICM Team will work with you and your HO to ensure that appropriate communication and security plans are in place for you. Your HO will be expected to provide an additional local orientation program, including a workplace induction.

6. Assignment Provisions

6.1 Airfares and Tickets

MOBILISATION TRAVEL

The program will provide you with a flexible return ticket from Australia to your host country. Your Volunteer Coordinator and Scope Global's Travel Team will communicate with you regarding this travel. Your mobilisation itinerary will be emailed to you once Scope Global has confirmation that you have met all of your pre-mobilisation requirements. The dates and route of your international tickets are not negotiable, and stopovers cannot be arranged due to insurance reasons. If your flight has an airline-scheduled stopover of more than eight hours, Scope Global will provide you with accommodation.

Your ICM Team will book all onward travel from your ICO location to your assignment location. Your ICM Team will inform you of these arrangements and will provide you with tickets during your ICO.

You must not use your ticket for any purpose at any time other than as directed by the program. Should you wish to return to Australia for a holiday during your assignment period, you are expected to purchase your own return ticket for this trip, and to continue holding your assignment ticket until your official end of assignment date.

RETURN TRAVEL

It is vital that the program has access to your return ticket at all times in case of an emergency.

Due to airline reservation systems, the return date on your e-ticket (itinerary) may be a nominal date. In due course, the program will automatically push out your itinerary to match your assignment

completion date and will email your new itinerary to you. If you are on a long term assignment (12-36 months), your ticket will expire at the end of 12 months, at which point the program will cancel your ticket and will email a new ticket to you. The Scope Global travel agent manages this process on your behalf.

If your flight has an airline-forced stopover of more than eight hours, you will be provided with transit accommodation. Please confirm this accommodation with the Scope Global travel agent before you travel.

If you choose to extend your ticket beyond your assignment completion date for personal reasons, the Scope Global travel agent may be able to help you with this change, but you will be responsible for any costs associated with making the change and with any difference in fares (see Section 12.2). However, no ticket can legally be extended beyond 12 months so if you are intending to remain in-country beyond 12 months, please notify the Scope Global travel agent in order for the ticket to be cancelled and 'no-show' fees avoided. If you do not advise the program that you will not be using your return ticket and 'no-show' fees are incurred, you will be liable for these costs. If you are on a 12 month assignment the program will not book a new ticket in order for you to remain in-country beyond your assignment end date.

The program will continue to provide your assignment provisions and coverage during this time only if it is part of your annual leave entitlements (see Section 9.1).

Any changes to your flight should be made through Corporate Traveller, and **not** directly with the airline.

EXCESS BAGGAGE

The program cannot cover any costs associated with excess baggage or shipping related to your mobilisation or return. Scope Global will provide you with an excess baggage request letter, which you can use to contact the relevant airline in advance to request an extra baggage allowance. However, it is at the discretion of the airline to accommodate your request. Alternatively, you can use a portion of your Settlement Allowance to cover this expense.

6.2 Renewing Your Visa

The program will cover all fees and charges associated with obtaining and maintaining a valid visa for the duration of your assignment. If you are required to travel outside of your assignment country to renew or extend your visa, Scope Global will cover transportation and accommodation costs up to AU \$40 per night.

In the event that you incur additional fees in relation to your visa processes (over and above the usual anticipated costs), you will be required to cover these costs if they are the result of an error on your behalf. Ensure that you communicate your travel details clearly to your ICM Team and HO and that you follow the advice of your ICM Team and the relevant visa authorities to avoid this occurrence. It is your responsibility to ensure that you follow the correct visa processes when exiting and entering your host country throughout the course of your assignment for personal travel or any other reason.

6.3 Allowances

METHOD OF PAYMENT

Shortly before you mobilise, you will be paid a Mobilisation Payment, which is a lump sum to cover approximately your first three months in-country. The Mobilisation Payment is comprised of your Living Allowance, your Accommodation Allowance, and a one-off payment for your Settlement Allowance. After the Mobilisation Payment, you will receive your Living and Accommodation Allowances on a monthly basis (unless you are based in Vietnam, Laos, Cambodia or Mongolia, in which case your Accommodation Allowance will be paid quarterly). If you have provided valid receipts for your visa costs, you will be reimbursed in a separate payment.

Your first Living and Accommodation Allowances payment is calculated on a pro rata basis, which means that any partial months will be balanced out at the end of your assignment. These allowances are paid in advance; they will be transferred on the last working day of each month, to cover your expenses in the following month. Remember that

you are responsible for budgeting your own allowances for the duration of your assignment.

Allowance rates apply equally to all volunteers in the program; all volunteers receive the same rates, as do AVID volunteers managed by Australian Volunteers International. Your allowance is expected to cover only the time you are overseas on your assignment. If your mobilisation is delayed or you return early, your allowances will be re-calculated to match your exact assignment duration. You will be expected to repay any overpaid allowances to Scope Global in the instance of an early return.

All payments will be made in Australian dollars and into an Australian account (bank, credit union or permanent building society). Payments cannot be made directly into a credit card account but can be made to an account with a credit card link. Any costs associated with transferring and withdrawing your allowances are your responsibility. During your preparations you should discuss with your financial institution the options available for funds transfer to your assignment location overseas. This is especially important with some credit unions and building societies, some of which may not offer easy access to funds for customers overseas.

Please advise your Volunteer Coordinator immediately if you change your bank account details, to ensure you receive your payments into your preferred account.

LIVING AND ACCOMMODATION ALLOWANCES

Your Living and Accommodation Allowances will enable you to maintain safe and secure accommodation and transport arrangements and a modest lifestyle in your local community.

The allowance rates are based on the average cost of living for a volunteer in each country. They are calculated by taking into account the costs of a number of items including rent, food, daily travel to and from your workplace, communication, and other incidental costs.

The cost of living varies greatly across the countries where the program operates. In some countries housing may be cheap. In other locations, fresh fruit and vegetables may be particularly expensive. Therefore, allowances are structured to take these differences into account.

SETTLEMENT ALLOWANCE

The Settlement Allowance covers incidental expenses associated with taking up an assignment such as excess baggage, setting up accommodation, or purchasing one-off household goods.

Assignments over six months – \$1,000.

Assignments six months or less (unless accommodation is provided by the program) – \$500.

RESETTLEMENT ALLOWANCE

The Resettlement Allowance is provided to assist with costs associated with settling back into Australia after your assignment. This allowance is not applicable to assignments equal to six months or less.

If you are eligible for the allowance, you will receive the payment if you have submitted your End of Assignment Report and undertaken your Post-Assignment Medical Assessment (Post-AMA) within six weeks of your assignment end date. Globe Medical (Australia) will inform your Volunteer Coordinator once it has received your completed Post-Assignment Medical Examination Form.

You are required to complete the report and undertake the Post-AMA within **six weeks** of your assignment end date. If there is a specific reason you cannot meet this timeframe please ensure you contact your Volunteer Coordinator in advance to request an extension.

Assignments over six months – \$1,200

LANGUAGE TRAINING ALLOWANCE

For many assignments, Scope Global believes volunteers are able to fulfil the desired outcomes of their assignment more effectively when they have some understanding of the local language.

You will be provided with mandatory basic language training during your ICO and, if you are on a long term assignment (over six months), you are encouraged to apply for reimbursement for additional language training. The additional Language Training Allowance is not available for dependants, nor is it available to volunteers who have undergone extra language training as part of an extended ICO program.

To apply for the Language Training Allowance, you should submit a request form to your ICM Team with language training receipts attached.

If the need to speak the language is integral to your assignment, or if you are located in a remote/rural area, your request may be prioritised.

If approved, the allowance will be provided as a reimbursement only. Receipts (or equivalent) must be provided to your ICM Team and these will be passed on to the Adelaide office to arrange the reimbursement.

The maximum reimbursement total is \$400 over the duration of your assignment.

HO/APO CONTRIBUTIONS

Some HOs and APOs are in a position to provide support to their assignment by making a contribution towards the costs associated with hosting a volunteer. These contributions vary and can be cash or gift-in-kind. The details of any contributions will be listed in your Assignment Proposal Form (APF).

If the contribution is a donation, Scope Global will invoice the HO or APO directly, and will pay standard allowances to you accordingly. If the contribution is a gift-in-kind provision of accommodation, Scope Global will compensate by providing only a Living Allowance to you. In some exceptional cases, an HO may make a cash contribution directly to you. In these cases, Scope Global is required to reduce your allowances to ensure that you receive a total amount equal to the normal rate for your country. You will be informed if this is to happen and are encouraged to contact your ICM Team if there is any confusion or issue with this process.

If you receive a cash payment from either your HO or APO, you should check with Scope Global that this is correct. If an organisation has mistakenly made a payment directly to you instead of to Scope Global, the amount would then be deducted from your next allowance payment.

ALLOWANCE REVIEWS

A review of specific Living and Accommodation Allowance rates may be initiated by Core Partners and Australian Government representatives or, on exception, by the Australian Volunteer Program Working Group. The decision to initiate an Allowance Review is based on several factors, such as in response to a change in security protocols or significant unexpected cost of living or exchange rate fluctuations.

Other allowance rates such as the Settlement and Resettlement Allowances will be reviewed by the Australian Volunteer Program Working Group on an as-needs basis, and will take feedback from volunteers and Core Partners into account. Any approved changes will apply to volunteers currently on assignment and to volunteers mobilised after the date of effect.

The allowance review policy has two in-built moderators which minimise the impact of significant swings in exchange rates and cost of living on volunteers in-country:

- The existing allowance rate and the cost of living (as assessed through the market basket analysis) will be averaged to obtain the new allowance rate, which means the difference will be split
- Only after having two consecutive negative findings (which means that cost of living is lower than existing allowance rate) will volunteer allowances be reduced

AUSTRALIAN TAXATION INFORMATION

As you are a volunteer and not an employee, you are paid an allowance rather than a salary. Consequently, you will not be provided with a PAYG Payment Summary from the program.

You should seek advice from the Australian Tax Office (ATO) or your accountant as to how your volunteer allowance may affect your personal financial situation. You can find further information on the ATO website: www.ato.gov.au

6.4 Accommodation

Once you have arrived in your host country, your ICM Team and HO will assist you in identifying suitable, secure and affordable accommodation for the duration of your assignment. Your ICM Team will show you a range of recommended accommodation options during your ICO or, if you are located outside of the capital, your HO will have identified some options for you. The program will endeavour to provide a standard number of options to all volunteers, but the responsibility to research accommodation and make the final selection rests with you.

Your allowance will enable you to access accommodation of a reasonable standard that is considered safe and secure. However, the accommodation options available may not be of an equivalent standard to those in Australia. For example, you may not have hot water or cooking facilities. You will need to consider your priorities, and how you will manage your budget throughout your assignment.

Where your housing is provided free of charge, Scope Global will deduct the portion of your allowance allocated to housing. This will ensure fairness between allowance levels amongst all volunteers, as outlined in Section 6.3.

When identifying long term accommodation, you should:

- Seek advice from your ICM Team, colleagues, and fellow volunteers regarding your personal security. Consider the safety and security of a particular area, and consider sharing accommodation with other people to minimise risk

- Consider whether there is secure transport available from your home to your place of work. Will you have easy access to the shops and other facilities?
- Consider housing shortages when you are identifying suitable accommodation. These are common in many of the locations in which the program places volunteers

6.5 Remote/Hardship Locations

The program recognises that volunteers who are placed in remote or hardship locations require additional monitoring and support.

Remote and hardship locations will be identified at the assignment sourcing stage and noted on the APF. Remote locations are nominated primarily due to their isolation from primary services and other expatriates. Hardship locations include areas of heightened security (as determined together with Scope Global's Risk Manager), areas affected by natural disasters, and areas with very basic infrastructure and low standards of living.

If you have been selected for a remote location assignment, you will be provided with additional information at your Briefing. This will ensure that you understand the possible challenges and are able to identify strategies to deal with them. Briefings may include additional information about the assignment location and local security issues, and specific focus session on coping strategies for volunteers being deployed to remote locations.

MONITORING AND SUPPORT

If you are placed in a remote location, you can expect additional monitoring and support requirements which may include:

- An individual monitoring plan, including modes of contact and regularity of contact, to be agreed between you and your ICM Team during ICO
- A visit from a member of the ICM Team at your assignment location within your first six months

- An electronic satellite/GPS personal locator distress beacon
- A Satellite Phone or radio if you are based in an area without access to public or mobile phone coverage
- A life vest if you are based in a location where boat travel is integral to your assignment or is required to move between assignment locations

6.6 Recognition of Service

On request Scope Global can provide you with a letter confirming your AVID assignment. This confirms your assignment country, the name of your Host Organisation, assignment title as well as your assignment start and end dates. The program does not provide personal references.

6.7 Disability Support

The Australian government is committed to playing a leadership role internationally in disability-inclusive development to enable people with disabilities in developing countries to find pathways out of poverty and realise their full potential. *The Australian Government strategy: Development for All 2015-2020: Strategy for strengthening disability-inclusive development in Australia's aid program* builds on experience in implementing the Australian Governments first strategy for disability-inclusive development (2009 – 2014), which helped establish Australia as a strong voice globally in this area.

Scope Global adopts this strategy and follows the human rights approach to disability inclusion and disability-inclusive development. As per the *Development for All* strategy the term 'people with disabilities' is defined as those who have episodic or long-term physical, mental, intellectual or sensory impairments which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others. Scope Global recognises that **disabilities = impairments + barriers** and is committed to reducing the barriers that exist that stop the equal participation of and benefit for people with disabilities within the AVID program.

If you have a disability you may be eligible to receive additional support to enable you to undertake your volunteer assignment. Scope Global invites you to disclose this information, as early in the process as possible, so that support plans and accommodations can be organised before you are due to mobilise.

The support that can be provided to a volunteer with a disability includes examples such as:

- Purchasing and supplying assistive devices to use while on assignment, for example: large computer screens, adaptable keyboards, braille computer, high or low tech communication devices, hearing loops etc.
- Purchasing and supplying supportive devices to use while on assignment, for example: supportive office chair, mobilisation aids
- Providing sign language interpreters to use during any stage of the volunteering process (information sessions, interview, pre departure briefing, In-Country Orientation)
- Providing a carer and/or assistant in-country for getting to and from the volunteer activities, settling into the new Host Organisation, accommodation and local community, help with activities of daily living
- Provision of an additional allowance to help with any extra transport and/or living costs associated with your disability*
- Specific training and support to your In-Country Management Team to ensure they are able to support your needs while on assignment
- Discussions with the Host Organisation to provide reasonable adjustments such as:
 - Adjustments to the workplace (to make it more accessible)
 - Adjustments to work related communications or information provision (including the form or format)
 - Adjustments to work methods and arrangements (flexible working hours, longer induction period)

- Providing disability-specific training to co-workers, supervisors and other volunteers to promote understanding and awareness of disability as well as alleviate barriers to communication and social opportunities

Each volunteer with a disability has an individualised support plan and a safety and security action plan developed for them, with their input. These documents are used pre, during and post assignment in order to ensure continuity of support and assist with continually improving our services.

*This allowance is assessed on a case-by-case basis and approved by program managers at Scope Global.

6.8 Grievances

GENERAL PRINCIPLES

If a dispute arises during an assignment, Scope Global is committed to undertaking a consultative process to find a quick, transparent, fair and agreeable resolution with the volunteer and other parties, wherever possible. It is recognised, however, that there may be situations in which such an agreement cannot be reached. Under these circumstances the Grievance Procedure should be followed.

Any grievance complaint must be received in writing and be substantiated with evidence of the facts or events leading to the complaint. Where possible, documentation should be used to evidence the concern.

The person(s) named in the complaint will be requested to answer allegations made in the complaint and provide substantiation of any claims they make. At any one time, more than one person will be involved in the resolution of the complaint.

PROCEDURE

If a dispute arises during the course of your assignment you should, in the first instance, advise your ICM Team in writing of the grievance. Receipt of the written complaint will be acknowledged by the ICM Team who will forward the written complaint to the necessary parties. A first step will be to attempt to resolve the complaint informally through discussion with all parties involved.

If the informal approach is not successful and the ICM Team is unable to resolve the issue satisfactorily within one week, you should advise the ICM Team of this and escalate the issue to your Regional Director. Should the dispute continue to remain unresolved for a further week you may escalate the matter to the Senior Manager of Volunteer Operations.

If the matter remains unresolved after the completion of this process, you may advise Scope Global and contact the DFAT Partnerships and Volunteers Section in Canberra.



7. Dependants

The program recognises the considerable contribution dependants make whilst supporting volunteers on assignment. Accordingly, a **limited amount** of financial support is budgeted each year to support partners and children of volunteers on assignments with a duration of 12 months or more.

Please see Section 7.2 for further information on the application process and criteria used to assess applications.

Although the program has a strong commitment to being family friendly, the budget is limited and it may not always be possible to approve Dependant Support Applications, depending on the numbers of volunteers and dependants mobilised each year.

DEFINITIONS

Supported dependant: an immediate family member (child, spouse or de facto partner) who accompanies you on assignment and who has been approved by Scope Global as a dependant, therefore entitling you to additional support.

Unsupported dependant: an immediate family member (child, spouse or de facto partner) who accompanies you on assignment but has not been approved by Scope Global as a dependant and for whom you do not receive any support from the program.

Child: your child (under the age of 18), including a child legally adopted by you, who is unmarried and ordinarily resides with you.

Spouse: a partner who is legally married to you.

De facto partner: a person who is involved with a partner of the opposite sex or of the same sex where it is satisfied that:

- The de facto relationship has been stable for 12 months or more
- There is an intention on the part of both parties that the relationship continue indefinitely
- The couple regard themselves as de facto partners

7.1 Available Support

For TWO approved dependants (partner and/or children) the Australian Volunteer program will cover:

- A dependant allowance equal to 25% of the volunteer's Living and Accommodation Allowance per month. This means a maximum of 50% of the volunteer's Living and Accommodation Allowance will be provided, even when the number of approved dependants exceeds two. This allowance will be paid to the volunteer in addition to their normal allowance. No allowances are paid directly to the dependant.

For ALL approved dependants the Australian Volunteers program will cover:

- The cost of pre and post-medical assessments. As with volunteers, it is a requirement that any pre-existing medical conditions be disclosed during the medical assessment. If a dependant cannot obtain medical clearance, program support for the dependant will be withdrawn
- Comprehensive insurance for the duration of the assignment
- Return economy airfares to the country of assignment, valid for the duration of the placement
- Expenses associated with obtaining and renewing dependant visas (the program cannot guarantee a dependant will be able to obtain a visa)
- Attendance at an Australian Volunteer Briefing and Debrief (for partners and child dependants 15 years and over)
- Expenses associated with obtaining a National Police Check (a requirement for all adult dependants)

Dependants who are not approved will not receive any financial support from the program.

7.2 Applying for Dependant Support

At the time of applying for an assignment, applicants are to indicate on their application forms whether they intend to apply for Dependant Support.

In fairness to all applicants this is the preferred opportunity to apply for this additional support. Applicants who forget to list their intention to apply for Dependant Support on their assignment application should raise the matter as quickly as possible so that their case can be considered. Volunteers can only apply for Dependant Support once per assignment.

The budget has been divided evenly throughout the financial year, however any unspent budget from the previous month will be rolled forward into the next month.

To be eligible, dependants must be Australian Citizens, Australian Permanent Residents, or New Zealand Citizens who are currently residing in Australia and are therefore holding a Special Category Visa (SCV). Dependants must also have a current Medicare card.

Each month following the interview process, the list of preferred candidates who have indicated they wish to apply for Dependant Support are evaluated and ranked based on the available budget and the following criteria.

Essential Minimum Criteria:

- Minimum assignment duration of 12 months
- Dependant must intend to remain in the assignment location for at least 50% of the assignment duration

Additional Criteria (to be applied if applications exceed available funding, in order of how they will be applied):

1. Preference is given to “hard to fill” assignment locations as determined by the Assignment Conversion Rates
As of June 2014 these are: Kiribati, Philippines, Mongolia and Indonesia
2. Preference is given to “Remote Location” assignments as indicated on the APF

Please note that applications for Dependant Support will not be approved if volunteers are applying for assignments in certain high risk locations. Some locations are unsuitable for dependants, particularly children. Scope Global determines these locations based on ongoing assessments of risk, security and healthcare availability.

Final decisions on Dependant Support rest with the Senior Manager – Volunteer Operations. Your Volunteer Coordinator will advise you whether your application for support has been given “in principle” approval.

Those who are given “in principle” approval must successfully complete the rest of the process, which includes submitting the following documentation:

- Copy of marriage certificate (spouse)
- Statutory declaration (de facto relationship) from each party attesting to the nature of the relationship stating:
 - How long you have been in the relationship
 - How long you have been living together (date required)
 - Intention from both parties that the relationship continues indefinitely
- Copy of birth certificate or adoption papers (child)
- Signed Volunteer Code of Conduct for all dependants 18 years and over
- Signed Child Protection Policy Declaration for all dependants 18 years and over
- Copy of Medicare cards for all dependants
- Police Check Application Form for all dependants 18 years and over
- First Aid Certificate (Provide First Aid HLTAID003 or its predecessor Apply First Aid HLTFA311A) for all dependants 18 years and over (must be submitted prior to mobilisation). No costs associated with obtaining this certificate are covered by the program

Those volunteers who are provided a Conditional Offer for an assignment and “in principle” Dependant Support approval must not delay submitting the above documentation.

7.3 Changes in Your Situation

If the situation regarding your supported dependants changes, you are required to notify your Volunteer Coordinator and ICM Team as soon as possible.

Please notify the program immediately in any of the following circumstances:

- Your partner dependant gains paid employment (temporary or long term)
- Your child dependant turns 18 and gains paid employment
- Your supported dependant is successful in securing their own volunteer assignment

All Dependant Support provisions including insurance, allowances and flights will be suspended while your dependant has employment. Support for your child dependants will not be affected by a partner dependant gaining employment.

If your dependant then ceases to be employed, you must notify your Volunteer Coordinator by email as soon as possible to enable dependant allowances to be reassessed and potentially reinstated.

7.4 Pregnancy

If you or your supported dependant becomes pregnant whilst on assignment, the program can only provide support up until the 28th week of the pregnancy. This is due to restrictions under the program's insurance policy, which cannot cover any volunteers or dependants for medical emergencies should complications arise after the 28th week of a pregnancy.

The individual who is pregnant should return to Australia at or before the 28th week to ensure that both mother and baby can receive a high level of care from Australian medical facilities.

The insurance cover does not provide reimbursement for costs for routine checks during your pregnancy. The insurance policy will only cover emergency treatments for unexpected and unknown conditions which arise during and up to the 28th week of your pregnancy.

7.5 Things to Consider

Spousal/dependant visas for de facto partners, including same sex, are not available in many countries. ICM Teams will do their best to advise on an appropriate visa option but the program does not guarantee a visa will be available (even if your partner has been granted Dependant Support).

Undertaking a volunteer assignment as a single person is very different to mobilising as a family unit. Although there are many advantages to volunteering as a family, you will need to plan ahead and ensure that you can meet your family's particular needs in the assignment location.

Some things to consider include:

- Accommodation options available are often intended for single volunteers. You will need to discuss the options available for family accommodation with your ICM and HO prior to your mobilisation to ensure that there are suitable options available
- If you have preschool or school aged children, what options are available for childcare or schooling, and what costs are involved?
The program is not able to provide any financial support for schooling or childcare
- The dependant allowance is not equal to a full volunteer allowance. How much financial support will you require while you are on assignment?
- What sort of visas will your family require? How do you apply for those visas and how much time prior to your departure do you need in order to make visa arrangements for your family?

7.6 Responsibilities of Supported Dependants

All supported dependants are required to adhere to the Code of Conduct (see Section 2.2). Both volunteers and supported dependants are required to undertake an In-Country Orientation (ICO). ICO includes registration with the Australian Mission responsible for your country. Dependants over 18 will also need to read Country Safety and Security Plans (CSSPs) and other documents provided by the ICM Team, and to understand their implications.

ICM Teams may choose to shorten the length of ICO required for supported dependants if appropriate.

It is the responsibility of volunteers to consult with the ICM Team in order to make arrangements for childcare at ICO. This must be done in advance of mobilisation and any costs involved are the responsibility of the volunteer.

Scope Global recommends that non-supported dependants also attend the ICO where possible, and read the Security Plans and other documents if recommended by the ICM Team. It is also recommended that non-supported dependants register with the Australian Mission responsible for that country. This ensures that, in the event of an evacuation, dependants are included as Australians in that country and assisted in the evacuation.

The program recognises de facto partners, including same sex couples. However, volunteers and dependants who are same sex partners must be aware that same sex relationships may not be socially accepted or legal in certain countries. Spousal or partner-specific visas for same sex partners are not available in most countries.

Upon return to Australia program-supported dependants are expected to complete a Post-Assignment Medical Assessment (Post-AMA).

7.7 Special Circumstances

In some special circumstances, Dependant Support may be considered after you have commenced your assignment. These circumstances may include:

- If your spouse or de facto ceases employment, or ceases their individual volunteer assignment, and becomes dependent on you for support
- Where a spouse or de facto partner of a volunteer becomes an Australian Citizen or Permanent Resident mid-way through the assignment

In such circumstances, the dependant is still subject to the normal selection criteria and dependant requirements, including the limit of one Dependant Support application.

8. On Assignment

Although you applied for a specific assignment with clearly defined objectives and activities, it is important to remain flexible when you commence your assignment. Your assignment was developed several months before your arrival, and your HO's exact circumstances could have changed considerably since that time.

Expectations of work hours will vary significantly between countries; you might find that you have a regular work day by Australian standards, or you might find that you work in the morning before taking a long break and returning to work in the evening. Work hours will even vary between different organisations or projects within the same country, depending on the needs of the assignment. Therefore, it can be difficult to quantify what is expected of you on a daily basis before you arrive. However, you should be prepared to undertake a fulltime week by local standards, and to meet reasonable expectations from your HO in regards to your hours of work.

Soon after you commence your assignment, you will be required to review the designated outcomes and priorities of your assignment with your HO, and to agree on any necessary changes. You may wish to ask your ICM Team to assist you with this process or, alternatively, you can report these changes back to your ICM Team once you have completed a review. You and your HO should undertake regular reviews throughout your assignment, and should report any changes in outcomes or priorities to your ICM Team.

8.1 Reporting on Your Assignment

You are required to submit mandatory reports. This includes an initial six week report, followed by reports every six months throughout the term of your assignment, and a final end of assignment report. This is the minimum reporting requirement, but you are welcome to provide any additional reporting if you wish. You are also required to complete a verbal exit interview with your ICM Team upon completion of your assignment.

The exit interview and the various written reports are an opportunity for you to provide feedback on your assignment, your HO, and Scope Global. The reports are used to monitor the progress of your assignment and to highlight any additional support that might be required. The information is sent to your Regional Director and to the Design, Monitoring and Evaluation Team for analysis and, where relevant, may be included in reports provided to DFAT Canberra and the Australian Government post in-country.

8.2 Monitoring and Evaluation

Your ICM Team will use the communication and monitoring plan that you agree upon with them to individually monitor you on your assignment. The program also provides further support through monitoring and evaluation trips, and Regional Directors travel to each country in their region at least twice a year to monitor the program and to meet with volunteers and HOs.

Scope Global uses reports from you and your fellow volunteers, and reports from HOs, to monitor and evaluate both individual assignments and the program as a whole. Your feedback is critical to program improvement. If required or requested, your feedback will also be responded to directly.

8.3 Assignment Information for University Research Projects

On occasion, elements of volunteer assignment information may be useful for research purposes, as part of university postgraduate study. In general we encourage volunteers to integrate research into the assignment to promote constructive reflection.

To be approved however a research plan needs to be prepared and then accepted by the Host Organisation, ICM and Scope Global Program Manager including:

- An outline of what will be included and excluded in your research
- An estimation of the time required

- A reflection on how the project will contribute to your broader assignment
- How any issues of confidentiality and privacy will be addressed

On completion a copy of the research piece is to be provided to the HO, ICM and Scope Global. If it is to be published, it may also need to be cleared by the Australian Government.

8.4 Unethical HO Practices

If you have concerns about the ethical practices of your HO, you should raise these with your ICM Team. Your ICM Team will liaise with your Regional Director to discuss any concerns before determining an appropriate response. It is not the role of you, as the volunteer, to contact the Australian Government post or the media to discuss or raise such issues. Your Code of Conduct states that you may not communicate your concerns to the media or to any organisation other than Scope Global.

If the concern is not being dealt with by the ICM Team to your satisfaction, you can refer the matter to your Regional Director, in accordance with Scope Global's Grievance Procedure. The Regional Director's role is to deal with the matter through communication with the ICM Team and, at the Regional Director's discretion, with the Australian Government post. In the case of a serious allegation, the Regional Director will refer the matter to the Australian Government post and to Scope Global Program Management. Following these consultations, a decision will be made on whether to terminate the assignment with the HO.

The withdrawal of a volunteer is a serious matter. However, your safety is paramount and you will be withdrawn from your assignment if deemed necessary. It is then at the discretion of the Australian Government post to decide if any further action should be taken with the HO. It is not the function of Scope Global to initiate action against a HO other than to withdraw its assignments, review the HO's status in the program, and advise the Australian Government post. Similarly, it is not your role to initiate any action other than to bring any concerns to

the attention of Scope Global Program Management via your ICM Team and Regional Director.

8.5 Assignment Transfers

In the majority of cases, Scope Global expects you and your fellow volunteers to fulfil your commitment to your HO for the duration outlined in your assignment agreement. It is also expected that you will meet the assignment objectives as outlined in your assignment proposal and in any subsequent written revisions of these objectives (where applicable).

If you are experiencing significant and on-going difficulties with your HO or your assignment, you may seek approval to transfer to another assignment in the same country. This will only be considered in circumstances where the ICM Team and RD, with the assistance of the Adelaide office as appropriate, have made every effort to resolve the difficulties. Transfers can generally only occur in the same country, as the aim is to utilise the skills of the volunteer in the country for which they were recruited, without generating any additional costs through demobilisation and remobilisation.

Where the issues cannot be resolved with the original HO, Scope Global will assess a transfer request, based on:

- Reasons for assignment termination
- Needs of alternative HO
- Match of volunteer with proposed assignment
- Country quotas and timelines

The development of any new assignment will be coordinated by the ICM Team and will be driven by the needs of the HO. You will be required to undergo a modified version of the selection process before the Program Manager or nominee approves your placement in a new role. If you wish to undertake this process, you are required to give your existing HO and your ICM Team a minimum of four weeks' notice, in writing.

8.6 Assignment Extensions

Scope Global expects that you will meet the assignment objectives as outlined in your assignment proposal and any subsequent written revisions of these objectives within the term of your assignment. However, the program also recognises that there are some circumstances when an assignment may need to be extended. This may be due to the assignment outcomes not being met, an assignment revision, or a delay in project implementation, for example. Each request for an extension will be considered on its own merits but must fit within the parameters outlined below.

- Assignment extensions are capped at 25% of the original assignment duration, with a 50% cap in exceptional circumstances. Extensions which fall outside of this will be considered a 'new' assignment and an Assignment Proposal Form will need to be completed and approved accordingly
- Extensions must fall within the overall program budget, for both a volunteer as well as their dependants, when there are program supported dependants involved
- Under AVID Shared Standards, volunteers are required to undertake a Medical Review for Assignment Extension where the extension's duration is three months or more. You will be required to complete the Medical Review for Assignment Extension Form via Globe Medical's Volunteer Care Portal. A Medical Adviser from Globe Medical (Australia) will review this information and may request that you supply additional information or consult a medical practitioner in-country. You are responsible for complying with any request made by Globe Medical (Australia) during the Medical Review for Assignment Extension process. Your extension will not be medically approved until all requirements have been met. Your assignment extension cannot formerly take effect until you have been medically approved. Should Globe Medical (Australia) determine it unsuitable for you to commence an extended assignment, the extension may be withheld on medical grounds

If you and your HO wish to seek approval for an extension of your assignment duration, you can do so by completing the appropriate form and submitting it to your ICM Team. Any extension request requires the full support of your HO, ICM Team, APO (if applicable), and Program Management. In some cases, they will also require the support of the Australian Government.

Assignment extensions are not granted automatically; applications are assessed on a case by case basis taking into account the reason for the extension, the duration of the extension, the program budget, and the alignment of the revised assignment outcomes with the applicable Country Framework.

You must submit your Assignment Extension Request Form at least six weeks prior to the scheduled end of your assignment. You and your HO Supervisor must provide clear reasons for requiring an extension including as much detail about the assignment objectives as possible. The six week timeframe is to allow two weeks for your ICM Team and Regional Director to approve the request, before seeking further approval from Program Management and then, if the request is approved, your Volunteer Coordinator will require the remaining four weeks to make amendments to your flights, insurance, and allowances.

8.7 Assignment Early Returns

Although Scope Global expects you will meet the assignment objectives as outlined in your assignment proposal and in any subsequent written revisions of these objectives, the program also recognises that there are some circumstances where an early return is appropriate and necessary.

VOLUNTEER TERMINATION

In some cases, you may have to seek withdrawal from your assignment. Reasons for this early return may include:

- Assignment issues
- Assignment outcomes completed early
- Personal reasons

- Medical/health reasons
- Employment or study opportunities

If circumstances arise where you need to leave your assignment more than two weeks earlier than your pre-determined departure date, you will be required to complete an Early Return Form. You will then need to submit this form to your ICM Team and your Volunteer Coordinator in Adelaide. The Early Return Form must be submitted early enough to ensure the necessary amendments to your flights, insurance, and allowances can be made. As the program is only able to pay the amount you are eligible for in relation to your end of assignment date, you will then be required to repay any overpayments.

If you intend to return early by two weeks or less an Early Return Form is not necessary, however you must still advise your ICM Team and Volunteer Coordinator of your intentions and include your new end of assignment date. This information must be submitted early enough to ensure the necessary amendments to your flights, insurance, and allowances. Even though the Early Return Form is not required, such situations are still considered early returns by the program and you will be required to repay any allowance overpayments that result.

Upon completing your assignment early, if you still complete the end of assignment requirements (see Sections 12.1 and 6.3) and your assignment is longer than six months, you will generally still be eligible for the program's resettlement and alumni entitlements. However, in some cases, Scope Global reserves the right to vary your resettlement allowance if additional costs have been incurred by the program as a result of your early return.

HO TERMINATION

In some rare instances, your HO may decide to terminate your assignment. In this instance, an Early Return Request form will need to be completed by your ICM Team which includes the reason of the assignment termination and the new assignment end date. You will only be eligible to receive your allowances up until your revised end of assignment date. Your Volunteer Coordinator will also amend your flights and insurance to match your new end date.

9. Leave and Travel

You are required to submit a Volunteer Travel and Leave Application Form for any travel outside your assignment location, and also for any type of leave, whether paid or unpaid. This form must be completed and signed by all relevant parties. A leave application must be approved by your HO before being submitted to your ICM Team for their records. You should clarify your HO's expectations regarding work hours, leave arrangements, and time off in lieu (if applicable according to your HO's normal procedures) once you arrive in-country.

Any travel outside your assignment location must be approved by your ICM Team. Your ICMT will specify the timeframes they require for processing travel requests. For safety and security reasons, it is vital that your ICM Team is aware of your whereabouts at all times. All safety and security directions must be followed, including country-specific requirements. Scope Global reserves the right to terminate your assignment if you fail to advise your ICM Team of your movements prior to undertaking travel or leave.

9.1 Recreational Leave

You are entitled to one week of leave for every three months of service, which equates to a total of four weeks leave for a 12 month assignment.

Your ICM Team will have advised your HO of the program's leave entitlements, and your HO will be responsible for managing your leave. You will need to obtain written approval from your HO well in advance of any proposed recreational leave. If you intend to travel during your leave then you must submit the Volunteer Travel and Leave Application Form to your ICM Team. They will process your travel request with a focus on ensuring they are able to locate and contact you in case of an emergency. Your ICMT will specify the timeframes they require for processing travel requests. You must adhere to these timeframes and follow advice and direction from your ICMT. Country-specific safety and security requirements may apply (around boat travel in the Pacific for example). You are also required to update your Smarttraveller registration with any temporary changes to your personal information.

If you are taking leave in a country where Scope Global manages the Volunteer Program, please ensure you inform the In-Country Management Team in that country of your arrival and departure dates. We strongly recommend you also put the ICM's contact number in your phone in case of emergencies. Refer to the Scope Global website for ICM Team contact details: <http://www.volunteering.scopeglobal.com/discover-volunteering/in-country-management-teams>

You must take leave entitlements during the course of your assignment. You should use this leave as an opportunity to further enhance your understanding of the country and region in which you are living. Ideally, you should stagger your leave by taking several trips to rejuvenate throughout your placement.

You can choose to take some of your leave at the end of your assignment, provided that you:

- Take the leave before your official assignment completion date
- Take the leave outside of Australia
- Follow the Leave and Travel procedure

The program cannot provide you with leave once you have returned to Australia at the end of your assignment, primarily due to insurance issues but also due to potential allowance problems. Therefore, if you have any leave remaining which you have not taken within the term of your assignment, you will forfeit this leave and you will not be paid out at the end of your assignment.

Whilst you are a volunteer on the program, you may not travel to countries where the DFAT Travel Advisory recommends you 'Do not travel'. In addition to this, the program has restrictions on travel to countries where the DFAT Travel Advisory recommends you 'Reconsider your need to travel'. You will need to discuss any proposed travel to these areas with your ICMT well in advance. Please see the DFAT Travel Advisories for current information before making any travel plans: www.smartraveller.gov.au

9.2 Work Travel

Many assignments require domestic and international travel as part of the position. HO's are expected to cover the costs of any travel required for work purposes. Work travel must also abide by the DFAT Travel Advisories at: www.smartraveller.gov.au. If you are unsure, please check with your ICM Team.

If you are travelling away from your assignment location for work, you must complete the Volunteer Travel and Leave Application Form, and advise your ICM Team of your contact details and itinerary well in advance, to ensure that your proposed travel can be processed and also so they are able to locate you in the event of an emergency. You must adhere to these timeframes and follow advice and direction from your ICMT. Country-specific safety and security requirements may apply (around boat travel in the Pacific for example).

9.3 Sick Leave

You are entitled to 10 days of sick leave in a 12 month period, which will accumulate over the period of the assignment if untaken. Scope Global expects that you will follow the sick leave provisions of your HO, including obtaining a medical certificate if required. Therefore, you should determine your HO's expectations regarding sick leave, and confirm their leave application process. Please also advise your ICM Team of any illnesses and the resulting treatment.

9.4 Special Leave/Compassionate Leave

In exceptional circumstances such as serious illness, death, or crisis in your immediate family, Scope Global may support approval of Special Leave for up to one month once during the term of your assignment. All Special Leave requires approval from your ICM Team and Regional Director. Your allowance payments during this period and any additional requests for leave will be assessed on a case by case basis. Please refer to your Scope Global Insurance Policy for information relating to the coverage that is available to assist with expenses in these situations.

10. Personal Security and Emergency Support

10.1 Registration with the Australian Mission

DFAT encourages all Australians living and travelling abroad to register with the relevant Australian Mission. This will ensure that you can be contacted and provided with consular support and assistance in the event of an emergency.

During your ICO, your ICM Team will advise you of the process for registering with the Mission. It is a program requirement that you do this in order to complete your orientation, including providing updated contact details of any long term accommodation. You should also advise the Mission if you are leaving temporarily, and you should undertake the same process when travelling in other countries. For more information see: www.smarttraveller.gov.au

10.2 Personal Security

There are security hazards in every country in which the program places volunteers. Risks may include but are not limited to theft, physical or sexual assault, robbery, civil unrest or natural disasters. Scope Global recognises the importance of personal security in all assignment locations and has implemented a number of strategies to assist you in minimising your risk. However, this outcome ultimately depends on you. Scope Global provides you with advice and guidance, but you must take responsibility for your own behaviour.

You will be provided with a personal security session by a Security Advisor during your Briefing. The objective of this session will be to raise your awareness of potential personal security risks and assist in developing minimisation strategies. The session will also look at managing your security in situations of civil unrest and will discuss the program's emergency assistance support.

You will also be provided with a 'What to do in an Emergency' Handbook. You should familiarise yourself with the handbook and carry it with you in-country. A further country specific security briefing will be provided

during your ICO. This briefing will include information about specific security risks and will detail the program's country specific security plan. Using the information you have received through both of these sessions, you will also develop an individual security plan. This plan will identify the emergency services available in your location, document emergency contact details, and detail a process for responding to emergencies. This plan should be developed with your ICM Team and HO colleagues, and shared with housemates as applicable.

If you are located in a remote or rural community, you should also identify a key contact person within your HO who can provide assistance in the event of an emergency, and you should work with that person and your ICM Team to develop an appropriate security plan.

You should carry your mobile phone with you at all times and ensure it is charged with battery and credit, in case an emergency occurs. Your responsibilities also include wearing a motorcycle or bike helmet even though it may not be a legal requirement in every country where the program places volunteers. We strongly recommend that you take an Australian Standard full-faced motorcycle or bicycle helmet with you.

If you intend to ride a motorcycle or drive whilst on assignment, in addition to abiding by the licencing laws of your host country, you must possess at a minimum the relevant Australian licence. This is defined as a Learners Permit for motorcycles and a Class C Licence for cars. The program will not permit you to drive a car or ride a motorcycle without such a licence, regardless of the engine size of the vehicle.

Ensure that you know or have immediate access to the phone numbers for:

- Your ICM
- AHI Assist
- Australian Embassy/High Commission
- Police station
- Hospital
- Friends

10.3 Managed Removals and Evacuation

MANAGED REMOVAL

During the course of your assignment, it is possible that circumstances will arise that mean it is no longer safe or appropriate for you to remain in-country. Natural disasters and volatile political climates mean that situations can change very rapidly, and both the program and all volunteers have a responsibility to be prepared for this.

There may be times where you are encouraged to leave the country you are in due to a heightened security situation, political instability or perceived personal threat. This is referred to as a 'managed removal' from an assignment country, where the potential exists for the situation in-country to deteriorate significantly. In the case of managed removals, it is your choice whether to leave the country or not.

EVACUATIONS

In more serious situations, the program may make the decision to evacuate you.

These decisions are made in consultation with the Australian post in-country, the Australian Government, and other Volunteer Service Providers. In an evacuation you will not have a choice; you must leave. Ensure that you are aware of the program's policies and protocols in the lead up to, during, and following a managed removal/evacuation situation.

ON-GOING PREPAREDNESS

Every country that the program operates in has a Country Security Plan that covers local security issues and emergency evacuation procedures. You will be briefed on this Security Plan as part of your ICO. Your ICM Team will keep you informed of any changes to the security environment, including travel advisories issued by DFAT. It is your responsibility to keep your ICM Team informed of your up-to-date contact details and travel plans, because it is vital that your ICM Team can contact you in the event of a natural disaster or deteriorating security situation.

DURING THE REMOVAL/EVACUATION

All managed removal/evacuation scenarios are unique. In the event of a heightened security environment, the Program Management Team in Australia and your ICM Team will monitor the situation closely, and your ICM Team will keep you informed of developments.

The following guiding principles apply to all managed removal/evacuation scenarios:

- You may choose to leave the country prior to an evacuation being implemented by the program. The program will support your return home
- You are required to follow the advice and directives of the program, including a decision to evacuate. Failure to comply with a directive from the program may result in termination of your assignment
- Evacuations often take place in the midst of a rapidly changing and uncertain environment. You may only be able to travel with a small bag of essential personal effects. If you are required to leave belongings behind, you should have them packed and labelled, and you can inform your ICM Team of their location. If you do not return to complete your assignment, then the ICM Team can ensure that your belongings are secured and sent back to you
- You should advise your ICM Team of any upcoming rental or other obligations (such as utilities) so that the ICM Team can make arrangements to meet these obligations in your absence

AFTER THE MANAGED REMOVAL/EVACUATION

Your safety and security are the top priority for the program in the event of a managed removal/evacuation. Depending on the circumstances, you may be transported to a safe location in-country, or back to your home base in Australia.

Wherever practical, a representative of the program will meet you at your destination to assist with temporary accommodation (if required) and with contacting your family. You will have access to counselling services during this time.

In the event of an evacuation, you are not allowed to re-enter the evacuated country until the program approves your re-mobilisation or you decide to terminate your assignment and withdraw from the program. If you do re-enter that country, you will be in breach of your Code of Conduct which will result in the termination of your assignment. You will no longer be a volunteer, you will not be covered by insurance, and any costs incurred (including travel costs) will not be reimbursed by the program.

OPTIONS FOR TERMINATING OR CONTINUING YOUR INVOLVEMENT WITH THE PROGRAM

Once the managed removal/evacuation has taken place the following options will be available to you.

The first option is to terminate your assignment:

- You can terminate your assignment and withdraw from the program by notifying the program in writing
- If you choose to terminate your assignment and withdraw from the program, your Living and Accommodation Allowances will cease from the date you terminate your assignment. You may be required to repay any advance allowance instalments, and you will receive a Resettlement Allowance once you have completed your End of Assignment Report and Post-Assignment Medical Assessment

The second option is to wait and see if the situation improves to allow your return:

- You can choose to wait for up to one month from your removal/evacuation date for a decision to be made on re-instating the program and/or your assignment. This decision will be made by the program in consultation with the Australian Government, your HO, and APO (if applicable)
- You will continue to receive your standard combined living/accommodation allowance for the one month period from your managed removal/evacuation

PROGRAM REINSTATED

If, within one month, a decision is made that it is safe and appropriate for you to return to your assignment, then the program will assist you to remobilise as soon as is practical.

Your original assignment end date will apply, but you can apply for an assignment extension, which will be considered in line with the established Assignment Extension Policy. You will continue to receive your allowance until your remobilisation. Depending on the circumstances of your evacuation you may, at the discretion of the program, be eligible to receive a new establishment allowance upon re-mobilisation.

PROGRAM NOT REINSTATED

If, after one month, the program has not been reinstated in your assignment location, then your assignment will be terminated. You then have two options.

Your first option is to withdraw from the program:

- You can terminate your assignment and withdraw from the program by notifying the program in writing
- You will receive an additional one month's allowance (you will receive an allowance for a total period of two months from your evacuation date)
- You will receive a Resettlement Allowance once you have completed your End of Assignment Report and Post-Assignment Medical Assessment

The second option is to reapply for the next round of advertised assignments:

- You may be eligible to apply for an alternative assignment in the next round that is advertised following your evacuation
 - You should notify the program if you wish to pursue this option, and complete the application process

10.4 Disaster Response Coordination

In the event of a disaster, conflict, or emergency situation, Scope Global is not able to allow volunteers to be deployed to support the response efforts. Volunteer safety and wellbeing is paramount, and volunteers are not selected and trained to work in this context.

10.5 Medical Emergency

You are entitled to 24 hour medical and emergency assistance from AHI Assist, which is Scope Global's medical and emergency assistance company. You will be provided with a general medical and emergency medical session by an adviser during your Briefing. You will also be provided with a 'What to do in an Emergency' Handbook. You should familiarise yourself with the handbook and carry it with you in-country.

In the event of a medical emergency you should call your ICM Team and contact AHI Assist immediately on + 61 2 9978 6678. Alternatively you can SMS them on +61 4 1690 7493.

Medical evacuation decisions reside with AHI Assist. Globe Medical (Australia) may be contacted by AHI Assist to provide case input. Should medical evacuation occur, the program will only cover costs included in the program's Insurance Policy, unless otherwise agreed in writing. You will not be able to return to your assignment country until an 'approved' medical re-clearance status has been granted by Globe Medical (Australia). They are solely responsible for deciding upon medical re-clearance following an evacuation. You must advise your ICM Team of your return to assignment.

10.6 Counselling and Mental Health

Scope Global offers access to counselling services for volunteers who require extra support during the course of their assignment. The program will cover counselling in situations where it is required as a direct result of an incident or experience that has happened in-country, which impacts on your ability to continue with the placement. This includes experiencing significant difficulties impacting on your assignment, or involvement in a traumatic incident.

You should access counselling if you are experiencing issues such as:

- Difficulty coping
- Stress
- Depression
- Frustration
- Adjustment difficulties
- Interpersonal problems
- Problems at home
- Critical or traumatic incidents
- Any personal issue

In most cases, the first step in accessing counselling services is to contact your ICM Team. This is especially important if you have been involved in a traumatic incident. However, Scope Global recognises that in some circumstances you may not wish to discuss your need for counselling with your ICM Team. In this case you may contact the program's preferred counselling services, Response Psychological Services (operating in Melbourne, Sydney, Perth, Canberra, Darwin and Adelaide) directly to arrange phone or email counselling.

Scope Global will support up to three counselling sessions without any requirement for you or the counsellor to inform the program. If you and the counsellor feel after the first three sessions that further counselling is required then Scope Global may support this upon the recommendation of the counsellor.

The program may provide access to counselling after you have completed your assignment through Response Psychological Services. You should raise your need for counselling within eight weeks of returning from assignment.

You can contact Response Psychological Services at any time with the contact details listed on page two.

10.7 Insurance

Scope Global provides you with an extensive Travel Insurance policy which provides you with emergency medical, luggage and a range of other ancillary insurance benefits. You will be provided with an Insurance Handbook in your pre-mobilisation period which includes full details of your insurance cover. You will also receive a comprehensive briefing session explaining your insurance cover and its provisions during your Briefing.

It is your responsibility to read the insurance policy carefully to ensure that you fully understand the terms and conditions of the cover. Any questions you may have on the insurance cover should be addressed directly with the program's insurance brokerage organisation, Gow-Gates Insurance Brokers

You must declare any pre-existing medical conditions and any medications you will be taking with you during the pre-assignment medical assessment. If required, Scope Global's insurance provider will discuss any implications with you. Failure to disclose any pre-existing conditions may result in insurance coverage not being extended to you.

It is important to remember that the insurance cover provided to volunteers is for the unknown and unexpected medical treatments, medications and personal luggage losses suffered whilst you are on assignment outside of Australia.

No cover is provided for medications or treatment which you know you will be required to undergo after departing from Australia.

Your travel insurance cover commences from the time you leave Australia and extends for the full duration of your assignment. Please seek advice from the insurance provider if you are intending to travel outside of your host country on leave to ensure that the policy will extend to cover for your trip. You must also seek advice from the insurance provider to ensure that the location you are travelling to and any extraordinary activities you intend to do are also covered by your policy.

If you intend to have anyone accompany you on your volunteer assignment, whether they are program supported dependants or otherwise, contact Gow-Gates Insurance Brokers to discuss your options. Gow-Gates Insurance Brokers is the insurance brokerage organisation acting on behalf of the program.

On your return to Australia at the conclusion of your assignment, you may be covered under insurance for non-Medicare medical expenses (for up to 24 months, subject to the policy wording), for medical issues which were first reported and/or treated whilst you were overseas during your assignment. By law, your insurance cannot cover any costs recoverable from Medicare in Australia, nor can it cover 'the gap' in costs associated with Medicare items.

You should submit all insurance claims online via Gow-Gates Insurance Brokers, using the Volunteer Care Portal (www.volunteercare.com.au). While your ICM Team will provide you with assistance in an emergency, it is your responsibility to submit any claims and to follow up with insurance.

If you wish to remain in your host country or extend your stay outside of Australia after your official assignment completion date, you are responsible for arranging your own insurance policy. An extension of the travel policy may be available if you are travelling less than 28 days before returning to Australia. Please contact a representative at Gow-Gates Insurance Brokers to discuss your insurance options. Check with your ICM Team if you are unsure of your official assignment completion date.

Scope Global will not provide any advice about insurance. Under Australian law, only licensed advisers can provide advice on your insurance. Please direct all your non-emergency insurance enquiries through Gow-Gates Insurance Brokers (see contact details on page two).

11. Media

Participating in media opportunities is a great way to promote your HO, your volunteer role and the program in general. Australian Volunteers participate in various activities such as radio and newspaper interviews and presentations to the public. The program encourages volunteers to be active in the media but, to ensure your safety in-country and the reputation of the program, there is a policy you need to abide by.

The most important thing to remember when working with the media is that you must clear all media that relates directly to the Australian Government or the program through Scope Global's Public Relations Team. The Public Relations Team will then obtain clearance from the Australian Government on your behalf. If you do not clear media you can put yourself, your HO and the program at risk. Not obtaining media clearance is a breach of your Code of Conduct and can lead to the termination of your assignment. If you do gain clearance to engage with the media, ensure you familiarise yourself with the Australian Volunteers Media Policy and Guidelines document on your USB, which can also be obtained by emailing the Public Relations Team at: media.volunteers@scopeglobal.com

Please keep in mind your obligations under the Code of Conduct when participating in any media activity. You have agreed to refrain from conduct that may bring into disrepute the Australian Government, the program, the host government, your HO, or Scope Global. You have also agreed to avoid involvement in politics, and refrain from public comment on political, cultural and religious matters.

11.1 Clearance Procedure

The media clearance procedure is simple. As soon as you are contacted by the media, in relation to the Australian Government, the program or your volunteer placement, or as soon as you decide you would like to create a media/promotional opportunity, you should email the Scope Global Public Relations Team at: media.volunteers@scopeglobal.com

Explain in your email who you are (assignment code, country, assignment), what you are asking clearance for, which media outlets you intend to liaise with and the deadline or intended publication date.

This will help the Public Relations Team get appropriate clearance for you from the Australian Government. The Public Relations Team will respond by email to let you know whether you have clearance.

11.2 When is Clearance Necessary?

You must get clearance from the program for ALL media or promotional opportunities in which you will mention the Australian Government, the program or represent yourself as an Australian volunteer (If you are undertaking media activities for your HO please see Section 11.3). Where policy issues arise, the program may need to seek clearance from the Australian Government Post in-country to ensure uniformity with the message the Australian Government wishes to convey. Clearance is necessary to ensure that you and your fellow volunteers will be safe and secure and that the program will be able to continue working in the country of your assignment in the future. For the most part, the program is very happy for Australian volunteers to participate in media and promotional opportunities but each situation is different so ask for clearance first to avoid any problems.

11.3 Working on a Media/Promotions Assignment

Any media/promotion you do as part of your assignment workload, on behalf of your HO, does not have to be cleared through the program, unless it mentions the Australian Government or the program. If you are unsure whether this applies to your work, the Scope Global Public Relations Team will be happy to clarify this with you.

11.4 When Contacted by the Media

If the media contacts you directly you must immediately contact the Scope Global Public Relations Team to get clearance. You can simply let the media person know that you need to get clearance from the program and that you will return their call/email as soon as you have it.

When you have clearance we ask that you encourage the media to also contact the Scope Global Public Relations Team if they would like further details about the program. In emergency situations it is particularly important for your own safety that if you are contacted or approached by the media, you put them directly in contact with your ICM Team or the Scope Global Public Relations Team. They will deal with the media for you.

11.5 Contacting the Media

If you are preparing a piece for the media or a forum open to the general public please seek approval from the Scope Global Public Relations Team prior to publication or public dissemination.

11.6 Appearing in Local Advertising

You may be approached to appear in advertising campaigns for local services or products. You may appear in local advertising campaigns (this includes brochures, billboards, TV, film) if the following process is followed:

1. Clear the activity through the program (see Section 11.1)
2. There is no payment
3. You are not appearing as a representative of the program/the Australian Government to endorse a product
4. Advertising the product will not affect your safety or security while on assignment (by bringing you undue or inappropriate attention)
5. Advertising the product does not bring the program into disrepute (for example alcohol commercials will not be approved)

11.7 Blogs and Online

Content on your blog or online forums (such as Facebook, YouTube and Twitter) can be seen to reflect upon you, the program and upon the Australian Government, which funds the program. Any materials online in the public arena are classified as published material and need to go through the appropriate channels when mentioning the Australian Government or the program or representing yourself as an Australian volunteer. Whilst you are encouraged to engage in social media, please think carefully before entering content into any of these forums. Previous experiences have shown that content seen as 'mild' by volunteers can be seen quite differently by local communities and local governments. Assignment termination and withdrawal of the program from a country are two of the possible outcomes from these activities. If you write anything please be very aware of how your words could be misconstrued. You are welcome to form your own social online groups, but please ensure they are closed private groups, which require invite only.

11.8 Informed Consent Procedure

When taking photographs on assignment which you plan to submit to Scope Global for promotional purposes, you are required to gain informed consent from the subject. The aim of informed consent is for the subject to truly understand why their photograph is being taken, who will own the photograph, where the photograph may be used, who may see the photograph and what privacy rights they have. An informed consent process ensures the rights of the subject are considered, a respectful approach that Scope Global brings to all of its work.

The informed consent form can be found on your USB or you can obtain a copy by emailing the Scope Global Public Relations Team at: media.volunteers@scopeglobal.com

Before taking photographs, read the 'informed consent explanation' to the subject and check whether they (a) understand the information and (b) consent to their image being taken and used by Scope Global. Explain how the photos may be used, for example on a magazine or

brochure. Offer to put the subject in contact with the Scope Global Public Relations Team. You should then either film the subject giving consent or complete and sign the 'informed consent checklist' including the name of the subject, the location and the date.

Before taking any photographs of children under 18, you must read the informed consent explanation to the child's parent or guardian, who must agree to their child being photographed.

If you have any questions or require any assistance when dealing with the media please do not hesitate to contact:

Scope Global Public Relations Team
media.volunteers@scopeglobal.com

+61 (8) 8364 8500

+61 (0) 408 792 864

12. Post Assignment

12.1 Returning to Australia

Your Volunteer Coordinator will assist you with accessing the information which discusses all aspects of your return to Australia. You will receive a Post-Assignment Pack via email from either your Volunteer Coordinator or ICM Team.

You will be required to participate in an exit interview with your ICM Team shortly before you leave your host country. This is an opportunity to highlight your achievements and discuss challenges associated with your placement. Your ICM Team will also work with you to ensure that you have finalised all your housekeeping requirements prior to demobilisation (such as paying all household bills or closing bank accounts). You are responsible for ensuring that all your obligations are met prior to your departure. The program will not be held responsible for any unpaid moneys.

You must undertake a Post-Assignment Medical Assessment and complete an End of Assignment Report within six weeks of ending your assignment (see Section 12.4).

Ensure you follow the policy regarding recreational leave if you have any leave remaining towards the end of your assignment (see Section 9.1).

12.2 Staying Overseas

You are encouraged to return to Australia after completing your assignment. However, the program recognises that some volunteers will consider remaining overseas in various capacities after their assignments. It is important that you discuss this with your ICM Team, as your program provisions and coverage will cease from your official assignment completion date. This includes medical and travel insurance, emergency assistance, visas, in-country support, and so on. If you are unsure of your official assignment completion date, check with your ICM Team.

In this case, you are able to use your return ticket, but you are responsible for any costs associated with changing the itinerary and for any fare differences. As tickets are only valid for a maximum of 12 months, you will forfeit the ticket if you choose to remain in-country for longer than this time. In this situation you must notify Scope Global that you are forfeiting your ticket, and return it to the program for refund (see Section 6.1).

If you are intending to arrange an extended stopover on your way home from your assignment or to re-route your return flight, you will be responsible for any associated costs. The program will continue to provide your assignment provisions and coverage during this time only if it is part of your annual leave entitlements (see Section 9.1). Alternatively, you will need to seek your own insurance cover (see Section 10.6).

If your Post-Assignment Medical Assessment (Post-AMA) identifies the need for significant on-going treatment, you must return to Australia for treatment to ensure that you are covered by Medicare and/or private health insurance (see Section 12.4).

12.3 End of Assignment Report

At the end of your assignment, you will be required to complete an End of Assignment Report. You must submit your completed report within six weeks of completing your assignment. If there is a specific reason you cannot complete your report within this timeframe please ensure you contact your Volunteer Coordinator in advance to request an extension.

12.4 Post-Assignment Medical Assessment

You are requested to undertake a Post-Assignment Medical Assessment (Post-AMA). This is part of your end of assignment requirements, and Scope Global is unable to process your Resettlement Allowance until Globe Medical (Australia) has received your Post-Assignment Medical Examination, a component of the Post-AMA. You must undertake your Post-AMA within six weeks of completing your assignment. If there is a specific reason you cannot undertake the Post-AMA within this timeframe please ensure you contact your Volunteer Coordinator in advance to request an extension.

The program covers the cost of your Post-AMA and any pathology screening tests as recommended by Globe Medical (Australia) as part of the Post-Assignment Medical Examination. The Post-AMA does not extend to include cover for specialist appointments, medical treatment or provide ongoing medical care. These costs may be covered under Medicare items and/or private health insurance. The program may support access to counselling for any mental health issues post assignment (see Section 10.5).

If the treatment is a continuation of a condition diagnosed whilst in-country, contact the program's insurance brokerage organisation, Gow-Gates Insurance Brokers, who will advise you of any cover available to you.

You can find further instructions on completing your Post-AMA in your Return to Oz Pack or Post Assignment Pack, or from the Volunteer Care Portal (www.volunteercare.com.au).

12.5 Debrief

Scope Global offers a fully funded Debrief to all returned volunteers. Debriefs provide a valuable opportunity for you to share your assignment experiences and discuss the re-entry process. You do not have to attend a Debrief immediately after you return, as it can be beneficial to allow yourself at least six weeks to reflect on your assignment before registering to attend the next Debrief. You can choose which Debrief you would like to attend, but it should be within a year after you return. You can find Debrief registration forms and dates on the Scope Global Alumni website: www.scopeglobal.com/volunteeralumni/

12.6 Australian Volunteers Alumni Community

The Australian Volunteers Alumni Community provides a forum for completed program participants to continue their engagement with the program. All returned volunteers are automatically members of the Alumni (unless your assignment was terminated due to a Code of Conduct breach). Australian-based Alumni can choose to participate in a wide range of activities including local state-based events, the

Australian Volunteers Debrief, information sessions, careers fairs, networking events and media opportunities. The Alumni also provides a monthly e-newsletter to members, updating them on Alumni news, development-related activities, new program developments and employment opportunities.

To register your interest in any of these activities and to find out more about opportunities available, please visit the website. If you have any questions about the Alumni Community please contact Scope Global's Alumni Coordinator (alumni.volunteers@scopeglobal.com).

12.7 Eligibility for Post-Assignment Engagement

In the event that you are removed from the volunteer program for a formal breach of the Code of Conduct, or Scope Global determines that you have brought the program, Scope Global or the Australian Government into disrepute after completing your assignment you will not be eligible to:

- Join or receive any benefits of the Alumni Program
- Attend Debrief (you will instead be offered a phone debrief with Response Psychological)

13. Glossary

ABV	Australian Business Volunteers
AFP	Australian Federal Police
APF	Assignment Proposal Form
APO	Australian Partner Organisation
AVI	Australian Volunteers International
AVID	Australian Volunteers for International Development
DFAT	Department of Foreign Affairs and Trade
EoA	End of Assignment
GIK	Gift in Kind
HO	Host Organisation
ICM	In-Country Manager
ICO	In-Country Orientation
INGO	International Non Government Organisation
MDG	Millennium Development Goals
NGO	Non Government Organisation
Post-AMA	Post-Assignment Medical Assessment
Pre-AMA	Pre-Assignment Medical Assessment
RD	Regional Director
VC	Volunteer Coordinator

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