



friendship force  
PERTH

*Explore • Understand • Serve®*

**GUIDE TO PLANNING AN  
EFFECTIVE  
OUTBOUND EXCHANGE**

*Friendship Force Mission  
To promote global understanding  
across the barriers that separate*

**CHANGING THE WAY YOU  
SEE THE WORLD**

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*This Booklet provides a comprehensive guide for the members of the Friendship Force Club of Perth.*

*Friendship Force Perth Club acknowledges the work of the Education Group of Friendship Force Adelaide, who updated this information in 2015 which was originally taken from material first prepared by the Friendship Force of Perth.*

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## **THE POSITION OF EXCHANGE DIRECTOR FOR OUTGOING EXCHANGE [Overseas and Domestic]**

Your appointment as Exchange Director immediately gives you control and responsibility for the exchange. An Exchange Director will serve on the Club Management Committee for 3 months prior to exchange and one month after the exchange. An ED should attend a Perth Club ED training session.

You should now:

- Familiarise yourself with the FFI website and exchange documents on the Friendship Force Australia website.
- Appoint a small committee to assist you. This should include an Assistant ED and also a Treasurer.
- Use the Club's bank account for the exchange.
- Establish and maintain communication with the relevant club[s]. Be wary of different time zones and also that your counterpart may not speak or understand your language fluently. Endeavour to keep communication clear and accurate.

- Begin planning dates acceptable to the clubs involved and mindful of other phases of the exchange.
- Plan for a few days break between phases of the exchange if possible.
- Create enthusiasm within the club to recruit ambassadors.
- The exchange goal is 20+ ambassadors although this is dictated by the number of hosting beds available.

## **DUTIES OF AN OUTBOUND EXCHANGE DIRECTOR**

- Be accountable with all documentation and financial records by keeping records of correspondence, dates, emails and all costs associated with the exchange.
- Be prepared to negotiate vigorously yet in a friendly manner with the host club ED.
- Ambassador profiles should be sent to the opposite ED as soon as possible to facilitate organisation of hosting.
- Obtain emergency contact details together with any health information. These can be given to the ED in a sealed envelope, only to be opened in an emergency. Envelopes are to be returned after the exchange.
- Ensure ambassadors complete the following forms:
  - Ambassador Application and Agreement form
  - Health and Mobility form
  - Ambassador Emergency Contact form
- Accept responsibility for representing our club at all official functions whilst on exchange, including speeches and presentations where appropriate.

- Check with the opposite ED the need for any gifts for dignitaries such as the Mayor etc. Also confirm any specific 'dress requirements' at functions.
- If necessary, arrange for a letter of greeting/introduction from our Mayor or Patron to their counterpart in the city of destination.
- Liaise with the Treasurer re the collection and sending of any fees due to the Host Club and FFI.
- Should there be a request by a member of another club to join the exchange, a signed reference from their Club President is required. You have the final say as to whoever participates in the exchange.
- Take responsibility for educating ambassadors about any cultural differences which they may experience.
- Prepare an exchange booklet for each host and ambassador. This should include the itinerary, host details, photographs, national anthems, travel tips etc. The production of these will be covered by the 'local fee'.
- Report to FFI Program Coordinator on final status of exchange plans and implement the FFI 'Fill the Seat' policy.

- Hold pre-departure workshop(s).
- Prepare Ambassador emergency contact list to take on exchange.
- Prepare Ambassador ED Information Checklist to take on exchange (available on website).
- Prepare detailed exchange itinerary and contact information for local club contact and FFI.
- Unacceptable behaviour by an ambassador should be handled jointly by the Exchange Directors with tact and firmness. In severe cases the ambassador can be asked to move to other accommodation at their own expense and even be requested to leave the exchange.
- Any incident involving behaviour, illness or accident will require the submission of an Incident Report to FFI and the Perth FF Club.

## **FINANCIAL MANAGEMENT FOR OUTGOING ED**

- Appoint an Exchange Treasurer as a member of the exchange committee (if not taking on this responsibility yourself).
- A non-refundable administration fee is required on registration.
- Four months prior to the exchange the Treasurer should obtain the FFI fees from all ambassadors.
- After the ambassador's acceptance on the exchange, these fees should be deposited into the club's exchange bank account and held until time to be transferred to FFI and host club according to FFI policies and deadlines.
- An estimated budget, including an amount for contingencies should be presented to all ambassadors. A substantial deposit eg, 10% should be collected from each ambassador at that time to ensure commitment. This is non-refundable less than 90 days prior to departure. The ambassador should then claim on travel insurance.

- Cancellation Policy: Cancellation from an exchange may result in financial penalties for the ambassador. These penalties, especially those related to travel arrangements, may be substantial depending on the date of cancellation prior to departure. It is vital for ambassadors to protect their investment appropriately with insurance.
- The USD\$140 host club program fee is non-refundable if an ambassador cancels from the exchange less than 60 days prior to departure and must therefore be transferred to the host club with the participating ambassadors.
- The FFI ambassador fee of US\$140 per exchange is non-refundable if cancellation is made within 60 days of the commencement of the exchange. All money must be receipted.
- Draw up a set of expected dates for progress payments to FFI and host club.
- Always inquire as to the possibility of group or senior discounts.

- Adequate travel and medical insurance is mandatory and details are to be supplied to the ED.
- FFI allows discounted FFI ambassador fees for the ED based on the number of ambassadors (20 or more ambassadors – no fee, 15-20 ambassadors pro rata fees). Should the hosting club set a limit below 20. A full fee waiver will be applied if the exchange is full. Refer to Perth FF Club Policy on 'Exchange Costs'

## **SAMPLE AMBASSADOR MASTER CALENDAR**

### **9-12 Months before Exchange Date**

- Exchange assignment confirmed.
- Contact FFI program services coordinator.
- Contact the host ED(s) to establish the dates, maximum number of ambassadors and any extra host fees.
- Informal discussion and information gathering with club members.
- Plan itinerary and tour options.
- Select travel agent (if necessary).
- Form a committee and establish responsibilities including an Assistant ED and a Treasurer.
- Establish exchange budget and financial procedures.
- Recruit ambassadors.
- Hold first introduction/informational workshop.

## **6-9 Months before Exchange Date**

- Continue recruiting ambassadors if necessary.
- Hold additional informational workshop(s).
- Begin receiving Ambassador Application and Agreement forms with deposits.
- Continue communications with host ED.
- Continue communications with FFI program services coordinator.
- Use FFI Resources such as the e-flyer to help with recruitment if needed (contact your Coordinator).
- Finalise recruitment and selection of Ambassadors.
- Advise ambassadors to check own passport validity and visa and health requirements for host country.

### **3-6 Months before Exchange Date**

- Provide updated information to travel/airline agent to meet deadlines.
- Finalise exchange program itinerary and payments with host ED.
- Confirm from host ED what you need to take to officials in host city (letters, gifts, etc.)
- Advertise in the E-flyer if any vacancies exist (100 day FFI policy).

### **1-3 Months before Exchange Date**

- Fill any unused positions from waiting list or final recruiting push.
- Send Ambassador information to host ED and FFI.
- FFI fees are due 60 days prior to departure (refer to Club president/Treasurer for payment).
- Obtain travel itineraries from Ambassadors who are making their own travel arrangements
- Collect emergency contact details of ambassadors. Provide the Perth Club President with a copy.

## **Post Exchange**

- Submit online evaluation form
- Submit participant evaluation to FFI
- Submit exchange and finance report to club
- Finalise the budget and return any monies owed.
- Have a party to celebrate a job well done!

## PREPARATION OF AMBASSADORS

- Organise a meeting for all participants to explain the program and ensure ambassadors understand their obligations to attend all functions and activities on the exchange program Email minutes of meeting to absent ambassadors.
- Set up a program of social, educational and cultural Ambassador Workshops that are exciting and informative prior to departure. These are mandatory and also serve to establish a cohesive group of ambassadors.
- Advise ambassadors as soon as possible the contact details of their hosts so communication can be established.
- Confirm at these meetings what is expected in the way of co-operation and behaviour during the exchange Emphasise the need for flexibility and a sense of humour at all times
- On the exchange a 'buddy system' can relieve the pressure on the ED and ensure the safety of all personnel
- If hosts are non-English speaking, provide a basic outline of key words and phrases in the other language to aid communication.

- Discuss when club vests are to be worn and the need to wear their name badge at all times
- Discuss with ambassadors the purchase and presentation of suitable gifts for their hosts. This should be a range of gifts to cover hosts, co-hosts, dinner hosts and unexpected family members.
- Educate ambassadors to show their appreciation by paying for smaller costs such as some transportation and taking your host for a meal.
- No unreasonable requests or demands are to be made of hosts who are acting in a voluntary capacity.
- Plan and practice a group presentation reflecting Australia.
- Take photographs of family and neighbourhood to share with hosts.

## HINTS FOR THE EXCHANGE DIRECTOR

- Know your ambassadors and host / co-hosts well.
- Be aware of any specific traits to pre-empt any issues which may arise.
- Be open to expertise among the ambassadors.
- Develop a 'buddy system' to improve safety on excursions and aid socialisation.
- Be familiar with any special occasions to be celebrated during the exchange.
- Liaise with the exchange club to determine if an exchange of gifts or a donation to a charity is to occur.
- Use the Club Newsletter as the principal vehicle to disseminate information about the exchange and encourage involvement in some from all club members.
- Obtain information about the host club and area.
- The ED has the final say.
- Be aware that speeches for functions may be necessary.
- Send thank you note to hosts and co-hosts.
- Organise a reunion party of all hosts and co-hosts to share experiences, photographs, ideas etc.

- Ensure that appropriate, concise reports, including a financial report, are written at the end of the exchange with one copy retained by the Perth FF Club and a second forwarded to FFI. Try to include relevant photographs in your report.

## THE SELECTION PROCESS

- The selection process begins with the Ambassador Application and Agreement form, which should be completed and signed by each applicant.
- Preference on any Perth Club outbound exchange should be given to Perth Club members.
- Applicants should be made aware of the specific requirements for your exchange including fees and deadlines, travel options (if any), as well as the physical and cultural conditions you anticipate.
- The ED is in an excellent position to recruit new members. Being a host or ambassador is an excellent way to become involved with Friendship Force for the first time.
- Get to know each applicant personally before determining whether to accept him/her for the exchange.
- Ask for written referees or people you can call if the ambassador has not been on an exchange or is applying from another club.

- It is a mistake to follow the 'first come, first serve' approach to recruiting. Emphasise from the outset that you are looking for those best qualified. A selection process will apply if necessary.
- The final ambassador list with profiles should be sent to the Host ED as early as possible to allow communication between hosts and ambassadors to commence.

### **SPECIAL NOTE ON MOBILITY AND HEALTH LIMITATIONS**

Ambassador exchange directors are responsible for accepting only those who can comply with the physical requirements of the exchange program. Ambassadors must be able to join in with the activities of their hosts. Extensive walking, carrying one's own luggage, riding public transportation, and climbing stairs are all normal within an exchange. Participants must also be alert and capable of following directions. It is expected that the prospective ambassador will truthfully complete the Health and Mobility Form.

## **DOCUMENTATION AVAILABLE [SEE FF AUSTRALIA WEBSITE]**

- FFA Exchange Payments Form
- Australian Domestic Exchange Request Form
- Exchange Leadership Information Form
- Exchange Committee Information Form Release and Indemnity Agreement for Minors
- Health and Mobility Checklist
- Exchange Emergency Contact Form
- Exchange Emergency Procedures Form
- Ambassador Agreement Confirmation Form
- Ambassador and Host Matching Form
- Post-Exchange Evaluation Form
- Summary of Ambassador Evaluations Form
- Summary of Host Evaluations Form

## **DOWNLOADING POLICIES AND FORMS FROM THE FFI WEBSITE**

Supporting materials for Friendship Force volunteer Exchange Directors are located in the Club Resources section of the website.

1. Enter the Friendship Force website  
[www.thefriendshipforce.org](http://www.thefriendshipforce.org)
2. Click on the red Club Resources tab. This section is designed especially for Friendship Force volunteers and contains supporting materials and information.
3. Click on Documents, located in the red, horizontal menu bar. Here you can find forms, policies, samples and reports related to clubs and exchanges.
4. Click on Exchange Documents, located in the yellow horizontal menu bar. This section contains materials for both ambassador and host Exchange Directors
5. Scan the list to find the item you need. Click on MSWord to download the item as an editable Microsoft Word document, or click on PDF to download the item as a non-editable document compatible with any computer

6. Click "Open" or "Allow" if prompted.
7. When the document opens, you can save it to your own computer or print it.

## **DOWNLOADING POLICIES AND FORMS FROM THE AUSTRALIAN WEBSITE**

1. Enter the Friendship Force Australia website – [www.friendshipforce-aussie.org](http://www.friendshipforce-aussie.org)
2. Click on Guidelines. Click on Exchange Management ED and Forms.

### **Friendship Force Pledge**

***As a member of the Friendship Force I recognise that I can make a difference. I recognise that I have a mission. That mission is to be a friend to the people of the world. As I embark upon this adventure, I know that others will be watching me. I know that through my example to my own fellow citizens and people of other nations, the cause of friendship, love and peace, will be furthered. I can make a difference.***