



ORIENTATION GUIDE

**VOLUNTEERING IN CAMBODIA:
IS THIS FOR ME?**

SeeBeyond|Borders

Change begins with education.

ORIENTATION GUIDE

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Welcome

Welcome to this **Orientation Guide** which aims to provide you with some of the information you will need when deciding whether or not you should proceed with applying to be part of a SeeBeyondBorders trip to Cambodia. You will already have seen the document **Volunteers Information Pack** – Coming to Cambodia with a Purpose, which provides essential information about what is involved.

It is a legal requirement that we provide this **Orientation Guide** which includes a review of the risks associated with the program and outlines some of the things you should take into account when considering whether or not this trip is for you. Please also do your own research as part of this process, as inevitably this document may not cover all circumstances particular to every participant.

Application Process

1. Please review the **Volunteers Information Pack**, read this **Orientation Guide**, and **Risk Assessment Checklist**, and do **your own research** as you consider necessary. You can then apply for the program by completing the **on-line expression of interest form**.
2. We will then email you the **Participation Agreement**. Please read, sign and return it to us (pages 10, 11, 12 and 13) scanned and emailed to applications@seebeyondborders.org.
3. In conjunction with the Participation Agreement, please also read the SeeBeyondBorders **Code of Conduct** and SeeBeyondBorders **Child Protection Policy**.
4. You will also be required to complete a **Working with Children Check** (Australia) or a **DBS Check** (UK). For instructions on completing the Working with Children and DBS checks, please see below.
5. The information you provide to us will help us to confirm your suitability to participate in the program and we will of course treat it in strictest confidence.
6. We will contact you by email to confirm the outcome of your application once you have completed the documentation. Successful participants will receive a formal offer letter by email.
7. You will find all the documentation referred to here on the **Coming to Cambodia with a Purpose** web page.

If you have any questions, please email:

applications@seebeyondborders.org

Working with Children Check (Australia)

Working with Children checks in Australia are administered on a state and territory basis rather than at a national level. Please follow the instructions to apply for a Working with Children check in the state or territory where you live and then provide SeeBeyondBorders with your clearance number, certificate or letter, whichever is applicable.

Apply as a 'volunteer', which is generally free of charge, and nominate 'education' as the area of your volunteer work."

The relevant sites where you need to apply are:

Australian Capital Territory:

https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/1804

New South Wales:

<http://www.kidsguardian.nsw.gov.au/working-with-children/working-with-children-check>

Northern Territory:

<http://www.workingwithchildren.nt.gov.au/categories.html>

Queensland:

<http://www.bluecard.qld.gov.au/index.html>

South Australia:

<http://www.dcsi.sa.gov.au/services/screening/what-kind-of-screening-do-i-need#CRES>

Tasmania:

http://www.justice.tas.gov.au/working_with_children

Victoria:

<http://www.workingwithchildren.vic.gov.au/>

Western Australia:

<https://workingwithchildren.wa.gov.au/>

DBS Check (UK)

Criminal Records Bureau (CRB) checks are now called Disclosure and Barring Service (**DBS**) checks.

We ask that you request a basic disclosure from Disclosure Scotland (you don't have to be from Scotland to do this) at <http://www.disclosurescotland.co.uk/basicdisclosureonline/index.htm>

With reference to the online application process, under "Current Address", we would like your Certificate to be sent to our UK office and so you should enter "C/O SeeBeyondBorders UK" in address line 1, and the relevant street details in address line 2 – '31 Sistova Road'. Then on the 'Post Town' line, write 'London' and the Post Code is 'SW12 9QR'.

You should then enter the current date in the 'resident from' field.

Following on from this you should then click on 'Add Address History' and complete your full 5 years address history in chronological order.

Cost

The fee for a Basic Disclosure is £26. You will need to pay using a credit or debit card. All major cards are accepted. This will appear as Disclosure Scot Edinburgh GB on your account statement.

Additional reference materials

You will also find suggested additional reading materials in the Volunteer Information Pack.

Additional material		
Read: History of Cambodia	<ul style="list-style-type: none">• Use this link to access Lonely Planet Guide's online potted history of Cambodia, which is well written and easy to read.	Lonely Planet history: http://www.lonelyplanet.com/cambodia/history
View: Video from 2012 teacher team	<ul style="list-style-type: none">• Look at a short video of some of a volunteer teaching team in action. This will give you an idea of the work that SeeBeyondBorders does in its core 'Teach the Teacher' program.	On YouTube: www.youtube.com/watch?v=ai3TtrU588k
View: Video of corporate team visit	<ul style="list-style-type: none">• This project team was made up of volunteers from one of our corporate sponsors and we made this video of their experience in early 2014. These are the sorts of activities you may be involved in. The film also gives a good insight into the context from the Cambodian teacher's perspective.	On YouTube: https://www.youtube.com/watch?v=8YZuzG1OTtc&feature=youtu.be

Issues you may face as a visitor in Cambodia

While this is not an exhaustive list, please consider the following:

1. Unsolicited approaches from people – both from Cambodian and Westerners, asking for money or milk powder for babies, or offering you drugs or other ‘services’, particularly if you are on your own. We will provide further advice as to how to deal with this and why, at the in-country orientation session, but please be aware that as in any developing countries as a tourist you may be subject to inappropriate and unethical solicitations. In general do not give money away. The request may be a scam and your money not be going to the apparent beneficiary. You may consider doing your own research on this prior to traveling so that you feel confident in dealing with this situation should the need arise. If you are not sure, just say ‘No’ firmly but politely and walk on.
 2. Gifts – you might feel that you should give something to the people you visit or work with. Please do not do that and do not bring gifts with you. We may be able to advise you of some things we need bringing into Cambodia where we cannot source items locally.

We try hard to avoid acting in a way that could possibly be interpreted as paternalistic. We do support a wide range of people who we work with of course, but it is always in the form of a hand-up and not a hand-out.
 3. The weather – depending on the time of year, it may be hot and humid or there may be the occasional thunderstorm. In the rainy season, roads can quickly become impassable which may necessitate modifications to the itinerary.
 4. Cambodia is a developing country and there is not the same attention, as there would be in a developed country, to issues such as:
 - a. Safety in general.
 - b. Hygiene and sanitation (although the incidence of people getting sick has fallen dramatically where people practice hand-wash before eating).
 - c. Road rules (in general Cambodians drive on the right but not exclusively!)
 - d. Laws governing product authenticity and safety including medicines, foodstuffs, toys, clothing, electronics etc.
 - e. Laundry – we suggest you do not bring your best clothes or any jewellery or small precious items that may get lost.
 - f. Power sockets – take care when using a Cambodian power outlet.
 5. Language – even though many people speak some English, standards vary widely and it may be that you cannot make yourself understood or your message will be misunderstood or misconstrued. This is a regular occurrence, even for the more experienced traveller.
 6. Cultural difference – even where it seems like people do understand you, differences in approach to life can be frustrating at times and unexpected things happen and conversations may take an unexpected turn.
 7. Variety and quality of restaurant meals – on the whole, food is great value, nourishing and tasty with a good variety of cuisine styles available. However, standards are not as you might be used to at home and strict dietary requirements may be difficult to meet. If you have a food allergy, please discuss this with us. **Epi pens for example are not available** in country and getting you to a hospital very quickly where an allergy can be appropriately dealt with may not be possible.
 8. Internet – while Wi-Fi is widely available and generally passable, it is intermittent and can be difficult or unusable at times making communicating with relatives a challenge. International calls with a local sim are cheap and usually of better quality.
- The above factors and an unfamiliar environment can trigger or exacerbate feelings of anxiety and may even prompt an angry response. It is vital for your safety and enjoyment of the program as well as for the continued respect that SeeBeyondBorders is held in within Cambodia, that as our guest and as a guest in Cambodia, you manage your own reaction to what you encounter in a calm and measured manner. Please, in the first instance, always discuss a point of difficulty with one of the SeeBeyondBorders staff or representatives.

Program Challenges

This is not an exhaustive list but please consider the following:

1. There will be periods of physical work which you do not have to participate in. If you do participate, please ensure you take enough breaks, have enough water, and are adequately protected from the sun.
2. You should pay special attention to your own safety and wear suitable clothing and footwear. Surfaces are uneven and there are many hazards waiting to trip up the unwary.
3. We may have food cooked for us by the community or eat in local restaurants. You are of course free to make your own decisions about what you eat, depending on your personal circumstances. However, please be careful to be respectful in the way you decline if you do not want to eat the food produced.
4. Toilet facilities on project sites can be basic.
5. We will be travelling on rough roads and not always in a high level of comfort.
6. The program begins early and the days are long, so you may get tired.
7. Medical assistance or general supplies will usually only be available in the town centres where we stay and could be as much as an hour and a half away from where we work.
8. Water will be provided but you must be sure to drink often to avoid becoming overly tired and dehydrated.

Leadership roles

As part of the personal development element of our work, we will allocate a number of different roles to various members of the group. You will be asked your preferences before coming and we will of course support you to do these tasks. The purpose of this is to develop leadership, increase team dynamics and provide you with a share of the overall responsibility for group coordination. The roles include:

- Treasurer
- Breakfasts & Tuktuk coordination
- Liaison / Communications
- First aid / Hand-wash
- Reflection sessions
- Water supply
- Dinner bookings
- Blog updates

Reflection

At the end of each day we run a short debrief session we call 'Reflection'. This can be a challenge for participants and while your participation is not mandatory, we ask you to participate to the extent that you feel comfortable. All that is involved is to offer some thoughts to the group about your experiences in the day, which will go unchallenged and without comment – something that can also be difficult for other members of the group to respect on occasions.

Expectations that will be placed on you

Please remember that you are our representatives while you are traveling with us in Cambodia. All our staff are asked to behave with respect, patience and good manners and we ask the same of everyone who joins us, remembering that we are not a travel company but a development organisation and our priority is for the people we work with in Cambodia.

Please dress modestly – shoulders and knees covered at all times except in the swimming pool! You will certainly see other tourists not following this practice, but we ask a greater level of respect be shown by people travelling with us. Please also abide by our Code of Conduct. Please read the Code of Conduct document itself, but in summary it covers the following:

- Program**
 - Read information provided.
 - Abide by all reasonable directives and directions.
 - Treat all team members with respect. Notify SeeBeyondBorders team leader if a concern arises.
- Legal + cultural**
 - Abide by all laws and regulations.
 - Avoid involvement in politics, involvement in demonstrations or public comment
 - Avoid anything that could have links to terrorism.
 - Respect symbols of nationalism and religion.
 - No promotion of any religion / belief system.
 - No drug participation.
 - No engagement in any form of child abuse, exploitation, child sex tourism, or child pornography
- Security**
 - Australians - Register and update your details with DFAT before travelling <https://www.orao.dfat.gov.au/orao/weborao.nsf/Homeform?Openform>
 - Review DFAT travel advisories <http://smartraveller.gov.au/zw-cgi/view/Advice/> and UK Government advice at <https://www.gov.uk/foreign-travel-advice/cambodia>
 - Exercise all reasonable caution
- Health**
 - Accept responsibility for your own health management.
 - Be responsible for your health and travel insurance.

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| Do: Smile and say hello! Often!
–learn the Khmer greeting | Avoid: Touching people – any age – unless invited, including shaking hands |
| Do: Be polite but firm | Avoid: Losing your temper and showing anger |
| Do: Check the price before you buy anything / go anywhere | Avoid: Bargaining just for fun or expecting to pay a local price |
| Do: Take good care of your possessions | Avoid: Leaving anything unattended even when you are sitting down |
| Do: Drink lots of bottled water and always use hand-wash | Avoid: Drinking from the tap – ice in a local cafe/restaurant should also be avoided |
| Do: Use Tuktuks with others to get around town | Avoid: Travelling on the back of a motorbike (Motodop) or by yourself |
| Do: Take the odd photo | Avoid: Being intrusive with your camera or hiding behind it |
| Do: Enjoy the day | Avoid: Worrying about tomorrow! |

Risk Management Overview

As already identified in this document, travelling to Cambodia involves entering a different environment to the one that you are most likely used to. There are therefore a number of risks to be acknowledged and consider in assessing whether this is a program you want to be involved with and strategies that need to be understood to ensure that as far as possible you remain safe and secure in country.

The box below provides an overview of the terminology and process we use for assessing risks and suitable ways to address them:

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1. What is risk?

Risk can be defined as:
“the probability or threat of damage, injury, liability, loss, or any other negative occurrence that may have an impact on objectives.”

2. What is Risk Management?

Risk Management can be defined as:
“the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects.”

3. How do we measure Risk?

We measure risk according to:

- Its potential impact and its likelihood;
- As a consequence of these measures we allocate a priority to the management of the identified risk.

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We have applied these processes to review and assess the key risks to your personal safety while you are in Cambodia and identify risk mitigation strategies. Please review the Risk Assessment Checklist included on the **Coming to Cambodia With a Purpose** web page and familiarise yourself with the safety precautions we require you to take while in the country. You can also view our Risk Management Policy on the policy section of our website.

THANK YOU FOR TAKING THE TIME TO READ THIS DOCUMENT. YOU CAN NOW APPLY FOR THE PROGRAM BY COMPLETING THE **ON-LINE EXPRESSION OF INTEREST FORM**.

If you have any questions or concerns, please email:

applications@seebeyondborders.org