



# Restore One Volunteer Information

## CONTACT US:

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## Restore One Volunteer Checklist

Before you visit any projects with Restore One, there are a few things that you need to do to be approved and jump on one of our teams. Use the checklist below to help you through the process and remember to send all completed forms back to us. Please tick boxes to show you have read and agree.

- Read, complete and sign the Volunteer Agreement and return to Restore One.**  
Before coming to Cambodia email [tanya@restoreone.org.au](mailto:tanya@restoreone.org.au) a signed volunteer agreement, copy of passport, working with children clearance, flights and insurance.
- COMPULSORY: A Working With Children check. You will NOT be allowed on any of our project sites without this.**
- Purchase and send a copy of your travel insurance policy. When buying insurance, remember to include you will be doing manual labour. Our choice of insurer is Covermore.
- There are no mental health facilities in Cambodia. If you need to come home early, all expenses will need to be covered by yourself. No refunds will be given for the food, travel and accommodation.
- Research and book your flights to your country of choice. Many teams arrive in Phnom Penh and leave from Siem Reap. Keep in mind your time of departure and arrival!
- Read the Travel Tips and pack your bag using the 'What to Bring' guide.
- Make sure your fundraising is all completed and funds sent through to Restore One. **Each person is required to fundraise \$1250.** These donations are tax deductible. Use the link on the Restore One website to send funds. **[www.restoreone.org.au](http://www.restoreone.org.au)** Donate to J789N and please include your name so we know who has sent the money. If you are bringing a team you will be eligible to set up a RAISELY team page.

By signing this page, you are stating that you have read and agree with our Checklist.

Team Name: .....

Full name (Please print): .....

Signature: .....Date:.....



- Prepare cash for your expenses on the ground. Your team leader will collect this from you after you have arrived. This is NOT tax deductible. *You will be required to pay food, accommodation and transport for in-country expenses in US\$ cash. This will be **US\$1100 cash for 2 weeks** unless other arrangements are made. This will be collected from you on the first day.*
- Money donated for the project cannot be used for on the ground expenses such as food, travel and accommodation.
- Dengue and Malaria are in Cambodia at various times of the year. Protect yourself by covering up and wearing mosquito repellent always. You may consider purchasing an insect repellent band.
- All rooms are twin/double share. It is another US\$200 for a single supplement. Bring the US\$200 with you in cash and it will be collected with your on the ground expenses. *You must let your team leader know before the trip if you will be requiring a single room.*
- If you require extra nights at the hotel we are happy to give you the website for online booking.
- If you arrive earlier than the agreed arrival date, Restore One staff will not be available to pick you up.
- An extra day will cost US\$100 per person
- If you are under 18 years you **MUST** be accompanied by an adult. Adults accompanying children under 18 years must have a valid Working With Children check.
- If I cancel within one month of the trip, I agree to pay \$300 to Restore One to cover expenses occurred by Restore One.
- If I cancel my trip I **WILL NOT** ask for any refunds on fundraising money that is going towards the project

By signing this page, you are stating that you have read and agree with our Checklist.

Team Name: .....

Full name (Please print): .....

Signature: .....Date:.....



- I agree to complete the APPLICATION FOR AUTHORITY TO COLLECT before running a fundraising event. See <https://www.restoreone.org.au/downloads/>
- I understand that "fundraising money" CANNOT be used for food, travel and accommodation
- I agree to raise/donate a minimum of \$1250 towards the Restore One projects.
- By ticking this box I understand that I will be sent Restore One updates from time to time.

**PARENTS OF SCHOOLIES PLEASE NOTE:**

We have many trips that go on through out the year. You can join some of those teams or make your own team up with a minimum of 10 people. Here are some of our teams that are open.

**JANUARY TEAM:** 2 weeks in January and is opened to everyone.

**JULY TEAM:** 2 weeks in July and is opened to everyone

**AVONDALE SCHOOLIES TEAM:** 2 weeks in November and is open to Avondale students ONLY. *(Parents are kindly requested to NOT ask to come on this trip)*

**AUGUST TEAM:** Chiropractic team that specializes in Women's Health and building a home. *(Various skills needed on this trip)*

**People who have NOT signed the AGREEMENT, or provided a WORKING WITH CHILDREN Clearance or MONEY will NOT be allowed on a trip. EVERYONE has to produce a WORKING WITH CHILDREN clearance. Please do not embarrass us by asking for special treatment.**

By signing this page, you are stating that you have read and agree with our Checklist.

Team Name: .....

Full name (Please print): .....

Signature: .....Date:.....



## Personal Information

Group/Trip Name:.....

Full Name (Please print):.....

Date of Birth (DOB):..... Age:.....

Address:.....

..... State: ..... Postal Code: .....

Mobile:.....Other: .....

Email: .....

Working with Children Check Number: .....

Skills:.....

Qualifications: .....

Occupation:.....

Medical Issues:.....

Allergies: .....

Emergency Contact: .....

Full Name (Please print): .....

Relationship to you: .....

Mobile:.....Other: .....

### REFEREE

Full Name (Please print): .....

Relationship to you: .....

Mobile:.....Number of years known:.....



## Some things that will happen on your trip

### **BUILDING PROJECT**

Whether you are building on the school or a home for a family, all you need is a good attitude to learn :) Most of the building is with just a hammer and nail. A lot of people have gone ahead of you with no previous building experience and produced something beautiful. So turn up with your hat, closed shoes, water bottle and a great attitude. When you leave the village you will have left something to last and something that will truly change the lives of those that receive. While the project is being carried out during your stay, you get to chat with the villagers and see what their lives are like. If you choose to, this experience can give you lessons that are so big that they will be with you for the rest of your life.

### **KILLING FIELDS AND S21**

To begin your trip we take you to where the genocide of Cambodia is remembered. These places give you understanding of the history of Cambodia and the subsequent poverty that hit Cambodia. These are emotional places but an essential visit to put everything else in perspective that you see on your trip. (Our village is surrounded by killing fields as well).

### **RESTAURANTS AND FOOD**

A lot of the restaurants we visit are part of a charity or social enterprise. I call it eating with justice :) When your food money is spent, it goes on giving into something bigger than a mortgage. I look forward to sharing what these places stand for and support while enjoying a fabulous meal.

Bring spending money to buy some fair trade products from NGOs such as Restore One, Friends, Daughters and She Rescue.

#### **Open Arms**

**<http://www.openarmscambodia.com/>**

I love this training center for "at risk women." We will enjoy lunch here at their café and also have an opportunity to have a little pampering in the salon – hair, nails, and massage. *Bring an extra few \$\$ to spend.*



## Some things that will happen on your trip (continued)

### **She Rescue**

**<https://www.sherescuehome.org/>**

We visit the She Rescue visitor center. Over this hour you will get an understanding of child sex abuse in Cambodia and also human trafficking. *Bring a few \$\$ for gifts to take home.*

By signing this page, you are stating that you have read and agree with our Guidelines.

Team Name: .....

Full name (Please print): .....

Signature: .....Date:.....



# Code of Conduct

I ....., when engaged with Restore One projects agree I will: *insert name*

(PLEASE TICK)

- Not seek or accept accommodation at any of the Restore One Projects without approval from Australian and Cambodian Restore One Staff.
- Show respect to the staff, children, families and community members I meet and I will be considerate of the cultural sensitivities of the country.
- Be sure to have a Restore One Charity or local staff member accompany me at ALL times during the visit to projects.
- Not meet with a child without the presence of a Restore One leader.
- Not give any personal contact information (including email address, phone and Facebook) or ask for, nor record the contact information pertaining to a Restore One child, Restore One child's family, or members or staff of Restore One's projects.
- Not give cash or gifts to children or their family members, or general staff members. If you have gifts, please give it to your trip leader or Sokhun.
- Attend team meetings that are scheduled each day and be willing to participate in activities organised by my team leader.
- Pay all visit related expenses incurred by me, including any costs incurred as a result of the visit being cancelled. There are no mental health facilities in Cambodia, so if you need to come home early you are responsible for the costs.
- Not hold Restore One responsible for any injuries or accidents that may occur during a visit to a Restore One project.

By signing this page, you are stating that you have read and agree with our Code of Conduct.

Team Name: .....

Full name (Please print): .....

Signature: .....Date:.....





## Code of Conduct *(continued)*

- Only share pictures of children if they are represented in a dignified way. I will ensure that my location setting is off when posting on social media sites by phone. I will not name a child, their location or a centre on social media networks or in articles.
- Contact Restore One before publishing any articles or communicating with the media in any shape or form.
- Respect the boundaries of the children. I understand that the children have parents or guardians of their own.
- Have appropriate physical contact with the children; appropriate contact meaning a side-hug or holding hands, IF instigated by the children themselves.
- Purchase Travel Insurance and provide a copy of my purchased insurance to Restore One.
- Restore One does NOT recommend getting tattoos. If you choose to get a tattoo in Cambodia it is totally at your own risk.
- NO body piercings (unless it is to give blood at the children's hospital).
- Drones are not allowed in Cambodia. Tourists have been arrested using them so don't use them.
- I agree to be back in the hotel by 11pm. If I choose to stay out later Restore One is not responsible for any negative consequences that may occur.
- I agree to follow the hotel rules and will be respectful of others by being quiet.
- Under 18's must be accompanied by an adult. Those adults also need a Working With Children Check.

By signing this page, you are stating that you have read and agree with our Code of Conduct.

Team Name: .....

Full name (Please print): .....

Signature: .....Date:.....



## Code of Conduct *(continued)*

- A WORKING WITH CHILDREN CHECK is required before attending a team trip. I understand that permission for a visit will BE DENIED if I fail to comply with this provision within the required time frame. EVERYONE has to produce a WORKING WITH CHILDREN clearance. *Please do not embarrass us by asking for special treatment.*

As well as a the required WWC checks, background checks may be completed by Restore One. Restore One reserves the right to deny a place on the trip if they choose to.

Working with Children checks can be completed through this website.  
<https://wwccheck.ccyp.nsw.gov.au/Applicants/Application#>

COMPULSORY: A copy of the WWC clearance must be scanned and put with this form and emailed to Tanya Lawrence: [tanya@restoreone.org.au](mailto:tanya@restoreone.org.au)

- I hereby agree to the above conditions and guidelines regarding a visit to a Restore One project. I understand that Restore One has the right to cancel or terminate my visit if any one of these conditions and guidelines is not adhered to.**

**People who have NOT signed the AGREEMENT, or provided a WORKING WITH CHILDREN Clearance or MONEY will NOT be allowed on a trip. EVERYONE has to produce a WORKING WITH CHILDREN clearance. Please do not embarrass us by asking for special treatment.**

A separate Visit Agreement Form must be completed for each visitor 18 years and over. Please return completed AND signed forms to **182 Matthews Valley Rd, Cooranbong NSW 2265 Australia.**

By signing this page, you are stating that you have read and agree with our Code of Conduct.

Team Name: .....

Full name (Please print): .....

Signature: .....Date:.....

## On the Ground... Expected Behaviour

### MUST BE ADHERED TO:

- i. Notify team leader or Restore One leader if leaving the group at any point, or venturing back late at night. (There are sometimes unknown hazards to travelers.)
- ii. Do not publicly display expensive jewellery or large amounts of cash (money belt is advised to keep your valuables safe).
- iii. Do not bring any alcohol to any Restore One sites/projects. If you're wanting a piss up this is probably not your trip!!
- iv. Do not smoke at any of the Restore One sites/projects.
- v. Night clubs/beer gardens are known to be red-light districts. Please steer clear of these places. A lot of these have forced prostitution and child slavery that goes on under the carpet.
- vi. If you see anything strange or unusual along these lines with children or adults, please let the team leaders know straight away, so they can notify the appropriate authorities. (Many things will happen out in the open; you just have to be aware. Read recommended reading in "TIPS")
- vii. When riding open taxis (tuk-tuks), keep bags in the centre rather than to the outside (we have had bags snatched before).
- viii. If your bag is stolen, do not give chase. (We can always get another passport, not another life!)
- ix. Please do not hire or drive a motorbike, as it is generally not covered by insurance.
- x. Make sure your travel insurance covers Emergency Evacuation.
- xi. Be aware of scams eg: women/mothers requesting money for baby formula (What happens is the baby formula gets resold to pharmacies in return for money that gets spent on drugs.)

By signing this page, you are stating that you have read and agree with our Expected Behaviour

Team Name: .....

Full name (Please print): .....

Signature: .....Date:.....



## On the Ground... Expected Behaviour *(continued)*

- xii. Don't give money to beggars. If you feel impressed to do so, give food e.g. fruit.
- xiii. To avoid gastro, never drink water out of the tap. Always drink bottled water. Remember to brush your teeth with bottled water as well.
- xiv. Not all salads and fruit are washed with bottled water so the safest option is food that is hot (this kills most of the dreaded bugs).
- xv. Be aware and respect that your budget for mealtimes includes 1 drink, and 1 main meal. If you feel so inclined to get seconds or dessert, please pay extra costs to the team leader. (If this is not done, your money will run out the other end!)
- xvi. Restore One does NOT recommend getting tattoos. If you choose to get a tattoo in Cambodia it is totally at your own risk.
- xvii. Do NOT get a body piercing of any description (unless it is to give blood at the childrens hospital).
- xviii. Please do not visit prostitutes as you may take home more than you desired.
- xix. Restore One makes an effort to choose reputable places for massages. Please be aware that sex is often sold in massage houses and you go at your own risk.
- xx. KTV is an unsafe karaoke bar so don't go there.
- xxi. Drugs are illegal and that means don't take them.
- xxii. Be careful of drinks being spiked (No issue when eating and drinking with the team).
- xxiii. If you carry a glycogen kit for diabetes you need to bring 2 for yourself to carry and 2 extra for the staff to carry. This is because these kits CANNOT be purchased in Cambodia. Kits should be passed to the staff on arrival.
- xxiv. If you carry an epipen for allergies you need to bring 1 for yourself to carry and 1 extra for the staff to have on hand. This will be collected on arrival.
- xxv. Caution in obtaining pedicures and manicures. Not all equipment used is cleaned adequately and serious illness could result in minor cuts such as hepatitis.

By signing this page, you are stating that you have read and agree with our Expected Behaviour

Team Name: .....

Full name (Please print): .....

Signature: .....Date:.....



## Travel Tips

Our wonderful staff have travelled Cambodia in and out, back to front. During these times, they have discovered (sometimes the hard way) tips for traveling to make life easier, and also some great things to remember. Here are some tips Restore One recommends you take note of:

- ◆ You can purchase a sim-card on arrival at the Airport. (Recommended: ‘Smart or ‘Cellcard’. Often there are free text/calls between the same carrier. You may like to purchase the same). Cost is usually about 15c/minute to mobiles in Australia; 6c/minute to landlines. **Sokhun’s mobile for emergencies is 097 796 0632**
- ◆ Phone carriers no longer have a special code. Just call +61 then the Australian number to reach Australia.
- ◆ All visas have to be purchased online before your arrival at the airport.  
<https://www.evisa.gov.kh/>
- ◆ There are ATM’s all over the areas we are travelling, but they often do not work. Tanya personally uses ANZ. If you want to bring a travel passport, that is OK, but they aren’t needed. All regular credit and debit cards can be accessed.
- ◆ You can buy anything in US dollars, and that is all you need to bring. The small local currency is ‘Riel’ which you may be given as change but don’t have to worry about getting. (4000 Riel = US \$1).
- ◆ Restore One is involved in many projects that can make use of some particular items such as:
  - ▲ Small good quality modest teenage clothes. Please DON’T bring baby jump suits as most babies in the village don’t wear nappies. We have a small second hand/ new clothing store at the school where parents/students can buy clothes for 25c. (This gives value to the donations). If you want to contribute to this please bring clothes to the school.

By signing this page, you are stating that you have read and understand our Travel Tips.

Team Name: .....

Full name (Please print): .....

Signature: .....Date:.....



## Travel Tips *(continued)*

- ▲ The school is always needing and grateful for school supplies. We especially need Connectable Textas every year. These will need to be passed to Vannak (the Manager) and not direct to the student.
  - ▲ Beautiful primary school or preschool books covered in contact plastic.
  - ▲ Maternity bras
- 
- ◆ All accommodation has wi-fi, air-conditioning and electricity. (Although sometimes the power may go off for a few hours!)
  - ◆ Our current hotels in Cambodia have international adaptors in the walls (sometimes you just have to force them in).
  - ◆ Water on the hotel benches is free. (If you choose to drink from the fridges you will have to pay extra to the hotel).
  - ◆ We do not recommend bringing any expensive clothes, as they may not return the same (or return at all) after sending them to the laundry!
  - ◆ Most hotels have a laundry facility. Check prices before you put your laundry in for cleaning. The price is usually more expensive than on the street but is sometimes cleaned better.
  - ◆ Keep passport and money on your body at all times. (Or locked in your suitcase at the hotel).
  - ◆ Not everything in Cambodia goes to plan! In these times, don't fret! Go with the flow and listen to the words of wisdom from the Restore One leader. (Chances are that it's happened before!)
  - ◆ Morning and afternoon teas aren't generally supplied; it is recommended you have a stash of muesli bars if you're a snack eater.

By signing this page, you are stating that you have read and understand our Travel Tips.

Team Name: .....

Full name (Please print): .....

Signature: .....Date:.....



## Travel Tips *(continued)*

- ◆ DRINK LOTS OF WATER. It’s easy to get dehydrated and headaches in the hot, humid weather.
- ◆ There is drinking water available at the hotels and school. Please bring your own drinking water bottle to reduce plastic wastage.
- ◆ Bring some spending money along to shop in the markets or get a massage in the evening when at Siem Reap or Phnom Penh. One massage costs between \$6-15 on average depending on what type you get.

### Recommended Readings/Viewings:

- Lonely Planet Guides .....(guidebook)
- Innocence Lost, by Somali Mann ..... (book)
- Irresistible Revolution ..... (book)
- Half the Sky, by Nicholas Christofican .....(book and film)
- First they killed my father .....(book and film)
- Road to Lost Innocence ..... (film)
- Whistle Blower ..... (film)
- Human Trafficking ..... (film)
- Killing Fields ..... (film)

Singapore air is a great airline to fly with from Australia. We find you need to book these flights early to get a reasonable price.

By signing this page, you are stating that you have read and understand our Travel Tips.

Team Name: .....

Full name (Please print): .....

Signature: .....Date:.....



## What to Bring... Travel List

- Phone/Alarm clock/Calculator
- Ear plugs
- Hand wash gel/wipes
- Personal medicine
- Probiotics and charcoal
- Muesli Bars
- Hat/Cap
- Sun block and Mosquito Repellent
- Small travel pillow if you do not like hard pillows
- Pen/Diary/Journal
- Sanitary products, or bring money for a Restore Rose!
- Deodorant – no aerosols please
- Shampoo/conditioner/soap
- Toothbrush/Toothpaste
- Bring a good water bottle.  
**No single use water bottles allowed at the school.**
- Hairbrush/comb
- Thongs/comfortable, cool walking sandals
- Working shoes (enclosed)
- Tshirts/cotton shirts with sleeves covering shoulders (no singlet tops)
- ¾ pants – must cover knees
- Underwear
- Old painting/working clothes
- Swimmers
- Passport
- Copy of passport in separate bag (photocopy or USB)
- Tickets
- Credit card/key card
- \$1100US dollars which will be collected on Day 1
- Spending money
- Buy visa online a month before you come: <https://www.evisa.gov.kh/>
- Travel Insurance papers
- Money belt or money necklace
- Reading material / Lonely Planet
- Cheap unlocked mobile/charger
- Small headlamp/torch
- Camera/batteries/re-charger
- Power adaptor/ power board
- Try not to bring valuables like jewellery, iPods or expensive mobiles
- No sharp items like knives, nail files, or pressure packs, or fluids in hand luggage.

**NB: Make sure your travel insurance covers loss of items (such as iPods, phones etc.)  
RESTORE ONE will not be held responsible for these items.**

By signing this page, you are stating that you have read and understand what to bring.

Team Name: .....

Full name (Please print): .....

Signature: .....Date:.....