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Dear Applicant,

Thank you for your interest in becoming a Host with WWOOF Australia.

Being a WWOOF Host requires a long-term commitment and should not be seen as a quick fix solution for a short-term need. We trust our Hosts not to use WWOOFers as cheap labour. Many Hosts follow permaculture and biodynamic principles in addition to using organic practices, and we assume you are not using farm chemicals as a matter of routine.

**The Golden Rules of being a WWOOF Host are.**

**A WWOOF Host must:**

- Be growing or producing organic products.
- Be able to provide experiences to WWOOFers in organic farming/gardening techniques.
- Provide all food and clean, comfortable accommodation to travellers and students in exchange for between 4 and 6 hours of farm/gardening type work per day.
- Be an "Ambassador for Australia" providing a safe haven for Willing Workers and engage in a mutual cultural exchange.
- Treat WWOOFers with respect and consideration.

#### **About WWOOF**

WWOOF has been operating in Australia for over 30 years, and has blossomed into a smorgasbord of Australia's alternative lifestyles, offering students, backpackers and travellers from Australia and overseas a taste of rural Australian life. There are now over 2,300 Hosts in the WWOOF Book. The WWOOF Book provides contact details, a description of each property, the work to be done, meal types and accommodation. The WWOOFer simply browses through the book, chooses a place they would like to go, and then contacts the Host to arrange a mutually suitable time to visit. WWOOFers live and work with the Host families in the same way as relatives and friends do when they visit. The minimum stay is 2 nights (to prevent people turning up, eating, sleeping and then leaving the next morning) and the maximum stay is up to the Host and the WWOOFer. We have heard of WWOOFers staying for more than a year!

We receive so much positive feedback from our existing WWOOF Hosts about their wonderful experiences, but let's not pretend that it's all roses in the garden! It is important that you carefully consider the following issues BEFORE deciding to become a WWOOF Host and be prepared to deal with them if they arise. WWOOFers may be unskilled; some have never been out of a city and have never picked up a spade. WWOOFers who book in but then never show up can be a huge disappointment for many Hosts. Cultural, lifestyle, personality and language differences can lead to misunderstandings between Hosts and WWOOFers. Good effective communication between Hosts and WWOOFers is essential. With patience, understanding and compassion, it is a worthwhile and memorable experience for the majority of WWOOF Hosts. Please read the guidelines carefully and contact other Hosts in your area for feedback on how the program operates at the grass roots level.

#### **Visa regulations**

There are important visa regulations regarding work. WWOOFers with a Tourist visa must not do any work that would normally be done by a paid worker. For more information on this issue, visit the Australian Immigration Department's Website: [www.immi.gov.au](http://www.immi.gov.au)

Please find a copy of our Host guidelines below, and some information about insurance. There is also a copy of our Host application form for you to complete and return together with your registration fee. If you meet our criteria, you will be registered as a Host and will be sent a proof copy of your entry. You will need to respond urgently if changes are required. Your full entry will then be printed in our next book, in the meantime your entry will be included in an amendment list of new Hosts which is readily available to WWOOFers. As a new Host you may not get enquiries from WWOOFers for some time until the next edition is in circulation. The best way to get WWOOFers is to post an entry on the WWOOF Australia Bulletin Board, which can be accessed via our Website. The book is updated and republished every 6 months, available each January and July (see application form for deadlines). Keeping your entry accurate and up to date is one way of avoiding complaints by WWOOFers. Our WWOOF Newsletter will be sent to you 3 times per year, via e-mail or post.

We strongly recommend that new Hosts purchase "WWOOF Hosting - A Practical Guide" by WWOOF Hosts, Trevor & Amanda Roberts. This is a PDF 'E-book' which comprehensively covers everything WWOOF Hosts need to know to be effective Hosts. We offer this Guide at a discounted price of \$10 to new Hosts when purchased at the time they submit their Host application. Over 100 pages of practical advice in this Guide can save you a lot of uncertainty, time & money as you begin the process of becoming a WWOOF host.

### INSURANCE

WWOOF puts in place an insurance policy for the majority of the WWOOFers. This very small basic accident policy is based on a \$10-00 premium built into their membership. This insurance is only applicable to registered WWOOFers while on a registered WWOOF Host property, and will offer a small amount of cover to WWOOFers in states where WorkCover does not apply. WWOOFers who do NOT have an 'i' in front of their membership number are not insured through WWOOF but by an alternative source. This insurance does not cover Hosts. An injured WWOOFer could seek compensation by suing a negligent Host. For the Host's protection it is important to have public liability insurance as part of their property insurance. Some Hosts have "Domestic Workers Compensation" included in their household insurance which covers cleaners, gardeners and their WWOOFers. Please contact your insurance provider to check your cover.

### WORKERS COMPENSATION / WORKCOVER

We have been in contact with Work Cover Authorities in all states and territories and have prepared information sheets for each state. Northern Territory and South Australia do not need to have WorkCover as volunteers are not covered at this stage

The information we have is on a separate PDF which can be accessed from the Host resources page of our website. You may download this and print off the information for your own State. (If we mail you a Host pack, we will include the information for your state) **There are severe penalties for breaching Workcover regulations.**

#### **Contact details for the various Workcover Authorities are:**

<b>State/Territory</b>	<b>Web address</b>	<b>Telephone</b>
Victoria	<a href="http://www.workcover.vic.gov.au">www.workcover.vic.gov.au</a>	1800-136-089
New South Wales	<a href="http://www.workcover.nsw.gov.au">www.workcover.nsw.gov.au</a>	13-10-50
ACT	<a href="http://www.workcover.act.gov.au">www.workcover.act.gov.au</a>	02-6205-0200
Northern Territory	<a href="http://www.worksafe.nt.gov.au">www.worksafe.nt.gov.au</a>	1800-019-115
South Australia	<a href="http://www.safework.sa.gov.au">www.safework.sa.gov.au</a>	1300-365-255
Tasmania	<a href="http://www.workcover.tas.gov.au">www.workcover.tas.gov.au</a>	1300-366-322
Western Australia	<a href="http://www.workcover.wa.gov.au">www.workcover.wa.gov.au</a>	1300-794-744
Queensland	<a href="http://www.workcoverqld.com.au">www.workcoverqld.com.au</a>	1300-362-128

### **PRIVACY POLICY**

Our organisation is committed to respecting the privacy of your personal information. It is bound by a set of National Privacy Principles that establish the benchmark for how personal information should be handled. WWOOF Pty Ltd. has embraced these principles as part of standard operating procedures. This means is that all personal information that enters WWOOF Pty Ltd. is dealt with in a uniform manner and the highest regard is taken for maintaining its security at all times. If you are concerned our organisation may have handled your personal information inappropriately, please contact our Privacy Officer on (03) 5155 0218

## **FEE STRUCTURE AND RENEWALS**

Your initial payment of \$60-00\* covers you for 12 months after your entry first appears in the book. For an additional \$10 we will include the PDF E-Book, "WWOOF Hosting - A Practical Guide" by WWOOF Hosts, Trevor & Amanda Roberts. (This is a special price for new Hosts only, this guide normally sells for \$15.00)

Renewals are then payable yearly, and we will send you a Tax Invoice 4 to 6 weeks before the deadline for the next WWOOF book. You must respond to this notice before the deadline, which will be clearly indicated on the renewal invoice, to ensure your entry and any alterations are included in the next book. If we don't hear from you before this deadline, we will remove your entry from the book.

Renewal rates are \$50.00\* per year or \$35.00\* for concession card holders which includes a copy of the current book. Deadlines for renewals and/or changes to your entry details: **April 15<sup>th</sup> for the July edition or Oct 15<sup>th</sup> for the January edition.** *\*If you provide us with a copy of your current organic certification with an AQIS accredited Certifying body Host registration is free.*

We have no contact with WWOOFers after they join, so it could take from 6 to 12 months before they all have a copy of the book containing your entry. We prepare an Amendment Sheet freely available to all WWOOFers, which is updated each month, advising of new and deleted Hosts and important contact detail amendments. If you decide to discontinue as a Host, you may still receive inquiries for a while after your details have been removed from the WWOOF Book.

## **COMPLAINTS PROCEDURE**

We rely heavily on feedback from all members to maintain a working program. All complaints must be in writing, with names, membership numbers, and dates. We verify the identity of the WWOOFer making the complaint, but treat this information as confidential.

If we receive a complaint, we will contact the Host about whom the complaint was made to follow up the issues raised. We will also require the Host to provide us with contact and Membership details of other WWOOFers who have visited the Host. Failure to provide these details will result in the Hosts registration being cancelled. We are aware that many problems arise due to personality conflicts, and we always take this into account when dealing with complaints. We also take into consideration the length of time a Host has been in the program and the number of WWOOFers they host.

## **GENERAL COMPLAINTS**

For complaints about unsuitable accommodation, food, inaccurate Host entries, unreasonably long working hours etc. we will ask for details of other WWOOFers who have visited the Host. We ask these WWOOFers about their experiences with the Host. **First complaint**, we inform the Host of the complaint, discuss the issues raised and request a reply in writing and contact WWOOFers who have visited the Host for their feedback. If the complaint is verified, we will discuss changes that will need to be adopted by the Host and, if appropriate, alter the Hosts entry in the book to better reflect conditions on the property. **Second complaint**, we inform the Host again, discuss why this issue is still a problem, what can be done to resolve the problem and warn the Host that a third complaint will result in the Hosts registration being cancelled. **Third complaint**, we will cancel the Hosts registration.

## **COMPLAINTS REGARDING HEALTH AND SAFETY OR SEXUAL HARASSMENT**

If we receive a complaint about health and safety or inappropriate behaviour, including sexual harassment, we will contact the Host to inform them of the complaint, and that their Host registration has been suspended pending resolution of the complaint. The Host will be listed on the "Deleted Hosts" list on our Website and Amendment Sheet. This may seem harsh; however, when there is a concern raised about health and safety or sexual harassment, we must err on the side of caution, as we have a duty of care towards our members.

If the Host disputes the complaint, the Host will be required to provide us with a written statement refuting the complaint, and provide us with details of other WWOOFers who have visited the Host. We will then contact other WWOOFers who have visited the Host. If similar concerns are raised we will cancel the Host's registration immediately. If the complaint is resolved to our satisfaction, the Host will be reinstated, and be removed from the "Deleted Hosts" list on our Website and Amendment Sheet. **If we receive a second similar complaint at any time in the future, the Host registration will be cancelled immediately.**

**NOTE: WWOOF cannot condone the breaking of State and/or Federal laws. WWOOF reserves the right to cancel a Hosts registration immediately if we believe the Hosts' actions may bring the name of the WWOOF program into disrepute.**

## HOST GUIDELINES

### **A WWOOF Host must be growing or producing organic products**

1. All WWOOFers are issued with a WWOOF Book, which is their proof of membership. **WWOOFers are required to provide proof of ID to you, together with their membership book on arrival. YOU MUST SEE THEIR IDENTIFICATION.** If their ID does not match the name on the book, you have the right to refuse them access to your property, or assist them to join WWOOF (see #3 below). The insurance that WWOOFers receive, as part of their membership, is only applicable to registered WWOOFers while on a registered WWOOF Host property. Also note which type of Visa if they are from overseas.
2. **You are accepting total strangers, most of whom have not had a Police check, into your home.** To safeguard both Hosts and WWOOFers, we require Hosts to keep a Guestbook and ask WWOOFers to sign it, record their Membership number, visa type and dates of their visit. A sample Guestbook page is available on the Host Resources page on our web site.
3. **When WWOOFers do not have a membership book, please ascertain the reason.** Contact us and we will arrange their membership or replacement of lost book etc. We will send their book to them, and you send their fee to us, less \$10 to help cover your costs, either by paying over the phone with a credit card, by EFT or sending a cheque.
4. **The most important experience for WWOOFers will be the chance to ask about your farming/gardening methods and problems** - please be patient and available by working with them whenever possible. You must show them how equipment works to avoid breakages and injuries.
5. **We ask that you try to provide a variety of jobs** - even if they are very basic. To some people they maybe a totally new experience. Please try to include WWOOFers in the whole routine of your business - do not isolate them. Working alone or hoeing out weeds for 4 hours can be boring and tedious.
6. **WWOOFers appreciate being told what the anticipated work pattern will be** so they can organise their free time. The book tells them they should expect to do 4 to 6 hours of farm/gardening work in exchange for a days food and board (depending on factors like season, workload, quality of your input and their output, quality of their accommodation, etc). The hours can be flexible so the WWOOFers have free days but you must discuss this with the WWOOFers, along with the types of work & working conditions, days off, etc upon initial inquiry so there are no misunderstandings after the WWOOFer arrives. Long term WWOOFers need to be given days off regularly, if possible a 5 day work schedule in 7 days is preferred maximum of 42 hrs per 7 days. **Housekeeping must not be the primary work given to WWOOFers. Hospitality work, waiting tables, cleaning rooms in a B&B and childcare are not appropriate types of work for WWOOFers.**
7. **Most Hosts provide accommodation in a spare room in their home**, and the WWOOFers eat with the family and take a share in the chores. However you may not have a spare room - so a caravan, cabin, tent or a self-contained dwelling are acceptable alternatives, but **please make it clear in your entry and at booking which it is.** It is a good idea to ask the WWOOFers about any special diets on initial inquiry. If you do not cater for special diets, then by clearing this up initially, you will be avoiding problems later.
8. **Accommodation should be hygienic, as should food preparation areas.** Food & bedding should be adequate, especially if dealing with travellers from warmer areas than yours. Food should be fresh and organic where possible. **Inadequate and dirty accommodation, bedding and food are WWOOFers main complaints.**
9. **Hosts are Ambassadors for Australia.** It is important in the spirit of cultural exchange, to treat all your WWOOFers as one of the family and assist them to receive suitable medical treatment if necessary.
10. **Many WWOOFers are using public transport.** Hosts who want to get the most out of the program need to be prepared to pick up WWOOFers from the closest terminal at a mutually arranged time.
11. **Abusive language, inappropriate behaviour and sexual harassment of any kind will not be tolerated!** If we receive complaints of this nature, your entry will be removed from the book (see COMPLAINTS PROCEDURE).
12. **WWOOF reserves the right to refuse to list a Host or to remove a Host from the book as we see fit.** We also reserve the right to edit entries as is necessary. As long as your entry gives clear and accurate information you should have no problems. Good communication is the key!
13. WWOOFing is strictly voluntary. Hosts must be fully aware of the different regulations governing holders of Working Holiday and Tourist visas. See [www.immi.gov.au](http://www.immi.gov.au) and for up to date information
14. Hosts **will not** involve WWOOFers in any project involving the use of chemicals, i.e. herbicides/pesticides etc and must comply with Occupational Health & Safety Requirements, including the provision of all Personal Protective Equipment (PPE).

WWOOF reserves the right to amend/update these guidelines as required.

We hope this has given you enough information to help in your decision to become one of our Hosts, enjoying the benefits of Hosting WWOOFers. We look forward to receiving the enclosed application form in due course.

Yours sincerely

The WWOOF Team, Garry, Debb, Traci, Tam, Lorraine, Manda and Danny

An [on-line application form](#) is available on our website [wwoof.com.au](http://wwoof.com.au)

# WWOOF HOST APPLICATION

## A WWOOF Host must be growing or producing organic products.

Please complete in BLOCK LETTERS, and then return this application form, with payment, to:  
WWOOF, 2166 Gelantipy Road, W Tree via Buchan, 3885, Victoria or Fax to 03-5155-0342

- 1 Living here are myself (full name) \_\_\_\_\_ age \_\_\_\_\_  
my partner/friend (full name) \_\_\_\_\_ age \_\_\_\_\_  
and children aged \_\_\_\_\_
2. Property name \_\_\_\_\_
3. Property Address \_\_\_\_\_
4. Postal Address (if different to above) \_\_\_\_\_  
\_\_\_\_\_ Postcode \_\_\_\_\_
5. Nearest Large Town \_\_\_\_\_ How far away is it? \_\_\_\_\_ km
6. Phone number: \_\_\_\_\_ Mobile: \_\_\_\_\_  
E-mail: \_\_\_\_\_ Web: \_\_\_\_\_
7. I/We wish to receive my/our WWOOF Newsletters via Email (please circle): YES / NO
8. Please write, type or paste the details you want included in your entry (maximum 100 words).  
**\*\*\*We reserve the right to edit if necessary including future amended entries\*\*\***
- 8a) General Description of your property (please attach additional sheet if you need more space)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 8b) What organic/biological methods are used on your property?  
\_\_\_\_\_  
\_\_\_\_\_
- 8c) The sort of work to be done (jobs must NOT include full time child care, housework or hospitality)  
\_\_\_\_\_  
\_\_\_\_\_
- 8d) Any special conditions?  
\_\_\_\_\_
- 8e) Is there a time every year when you will not be hosting WWOOFers? \_\_\_\_\_
- 9a) I/We practice Permaculture YES/NO I/We practice Bio-dynamics YES/NO  
I/We follow acceptable organic practices YES/NO  
I/We are Certified Organic/Biodynamic with the following organic growing organisation\* \_\_\_\_\_  
Certifying body \_\_\_\_\_ Registration # \_\_\_\_\_ Enclose a copy of current certificate.
- 9b) If you want to take WWOOFers applying for a 2<sup>nd</sup> Working Holiday Visa please tick here

Only Hosts who are in the correct Post Codes and offering the type of work specified by the Dept. are eligible to sign the documentation required. (See [www.immi.gov.au](http://www.immi.gov.au))

10. I/We understand that WWOOFers must not use chemicals: YES / NO
11. I/We can accommodate \_\_\_\_\_ people either:  
 Indoors within my/our home       In my/our caravan       In my/our tent  
 In BYO accommodation       Other (please describe) \_\_\_\_\_
12. WWOOFers will share meals with me/us YES/NO
13. My/Our meals will be:  vegetarian only    meat based    mixed diet
14. I/We can take children. YES/NO/BY ARRANGEMENT  
I/We would welcome Mature Age WWOOFers (40+ years) YES/NO
15. Please indicate if you **DO** permit smoking indoors YES/NO  
Please indicate if you **DO** permit smoking on the property (Outside) YES/NO
16. I/We are negotiable over length of stay after the first few days. YES/NO  
I/We prefer that WWOOFers remain for short stays only. YES/NO  
I/We prefer that WWOOFers initially stay for a period of \_\_\_\_\_ Days/Weeks
17. I/We have read and understand my/our WorkCover obligations. YES/NO
18. I/We agree to follow the WWOOF Host Guidelines YES/NO

I/We desire to become a Host with the WWOOF program. I/We understand that the function of WWOOF is to bring people into contact with each other, and that WWOOF Pty Ltd can accept no responsibility for any loss or damage suffered. I/We will not involve WWOOFers in any chemical usage on our property. I/We have read and agree to follow the Host guidelines. Enclosed please find membership and listing fee of \$60\* which covers my listing for the first full year following inclusion of my/our entry in the WWOOF Book, a copy of this book, and 3 newsletters per year.

I consent to the information (other than bank or credit card details) collected on this form being disclosed to members of WWOOF. (See Privacy Policy in your Host Pack information)

Principle contact for WWOOFers and the WWOOF Office.

Name \_\_\_\_\_

Signed \_\_\_\_\_ Date      /      /201

I declare that the information provided on this form is true and correct. I understand that my/our Host registration will be cancelled if the information provided is not true and correct.

**You must include a photocopy of your CURRENT DRIVERS LICENCE or PASSPORT or your application will NOT be processed.**

Please make Cheques & Money Orders payable to WWOOF

Please include the PDF WWOOF Host Guide by e-mail for the special price of \$10.00 YES/NO

Please debit my MasterCard or Visa Card: Number \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Expiry \_\_\_\_\_ / \_\_\_\_\_ Cardholders name (as shown on card) \_\_\_\_\_

Signature \_\_\_\_\_ Fee: \$60.00 New Host or \$70.00 New Host & PDF Guide

*\*If you provide us with a copy of your current organic certification with an AQIS accredited Certifying body (eg. NASAA) membership is free*

We usually reprint the book every 6 months, but reserve the right to change the printing dates.

**Deadlines for the WWOOF Book are 15th October for the January book, 15<sup>th</sup> April for the July book**