



WWOOF

Australia



Willing Workers On Organic Farms

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Dear Friends,

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

WWOOF has been operating in Australia for over 20 years, and has blossomed into a smorgasbord of Australia's alternative lifestyles, offering students, backpackers and travellers from Australia and overseas a taste of Australian life. There are now over 1,600 Hosts in the WWOOF Book, offering a wide range of opportunities. 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. The choice may be based on geography (close to a route they are travelling); or philosophy (such as biodynamic farming practices); cultural (many of our Hosts speak other languages as well as English) or it may just sound like an interesting place to visit. Wwoofers can extend their Working Holiday Visas through the WWOOF program. If you are want more information, visit the DIMIA website: www.immi.gov.au. WWOOFers live and work with the Host families in the same way as relatives and friends do when they visit.

The essential requirements of a WWOOF Host are:

- being involved in organics in some way, growing or producing organic products
- NO use of chemical herbicides, weedicides or inorganic fertilisers, or asking Wwoofers to use them
- being an "Ambassador for Australia" in providing both a safe haven for Willing Workers as well as engaging in a mutual cultural exchange
- provide all food and clean, comfortable accommodation to travellers and students in exchange for between 4 and 6 hours of work per day. This work can include everything from gardening and landscaping to animal care and property maintenance. Some WWOOFers have no gardening skills whatsoever and your role will be to teach them your methods. When a WWOOFer calls you, ask what skills they have!
- be able to provide experiences in a variety of organic farming/gardening techniques

What WWOOF Hosts SHOULD NOT DO:

- exploit Wwoofers as slave labour- meaning working them beyond 6 hours per day
- use Wwoofers for hospitality-type jobs such as waitressing, kitchenhand work, cleaning rooms in B&B establishments, au pairing, etc, as these are not farm jobs
- use inappropriate language, suggestive behaviour or unwelcoming behaviour

We get 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! Being a WWOOF Host may not be everyone's cup of tea. It is important that you carefully consider the following issues BEFORE deciding to become a WWOOF Host and are prepared to deal with them if they arise. **WWOOFers may be unskilled**, in fact, some have never been out of a city and have never picked up a spade. This can lead to breakage of tools. **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. The WWOOF program is NOT about free slave labour, nor is it about Willing Workers who are not willing! 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 our WWOOF Hosts.

The minimum stay is 2 nights (to prevent people turning up, eating and sleeping, 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!

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. Please be aware that WWOOFers MUST NOT use man-made chemicals/fertilizers, approved organic alternatives are acceptable.** We trust our Hosts not to use WWOOFers as cheap labour; WWOOFers should

be treated as part of the family. Being a WWOOF Host requires a long-term commitment and should not be seen as a quick fix solution for a short-term need. Please read the guidelines carefully and contact other Hosts in your area for feedback on how the scheme operates at the grass roots level.

Two other very important points need to be mentioned here:

1. **You are accepting total strangers into your home. To safeguard yourselves, it is imperative you keep a Guestbook to register the WWOOFer's membership number and matching ID (passport, drivers licence, etc) and type of Visa when they arrive.** Failure to do this may result in problems.

2. There are important visa regulations regarding work. Work is defined by the Department of Immigration and Multicultural and Indigenous Affairs as, "an activity that, in Australia, normally attracts remuneration". This means that any activity that normally attracts payment, irrespective of whether you are paying money or giving some other kind of reward, (eg food and accommodation) it is still deemed to be work. If you are going to offer "work" as defined by DIMIA you must ensure that the WWOOFer has a visa that entitles them to "work". You can check this by ensuring their visa/passport is stamped appropriately. If they possess a Working Holiday Makers Visa (WHM), they are allowed to work for no more than 3 months at any one establishment at a time. For more information on this issue, visit the Australian Immigration Department's Website: www.immi.gov.au

In general, people see WWOOF as an association or a club. We bring WWOOF Hosts and WWOOFers together in a voluntary work situation, which does not take away any jobs.

Please find enclosed a copy of our Host guidelines, and some information about insurance. There is also a copy of our Host application for you to complete and return together with your membership fee. The initial cost to join WWOOF as a Host farm is \$50.00*, after 12 months you will be sent a tax invoice for the yearly renewal fee of \$45.00* (concession \$30.00*) The farm and job description is to be in your own words, and **MUST be an accurate description of your property and what you are offering WWOOFers**, up to approximately 100 words (we reserve the right to edit entries if necessary)

**If you provide us with a copy of your current certification with an AQIS accredited Certifying body (eg. NASAA, ACO, BDRI, TOP, SFQ, AUS-QUAL or OFC) membership is free.*

If you meet our criteria (*either growing or producing organic products or are certified organic or biodynamic*), 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, which is updated and republished every 6 months (usually January and July) depending on demand (see application form for deadlines). Keeping your entry accurate and up to date is one way of avoiding complaints by WWOOFers. Your entry is important for WWOOFers making decisions where to visit. Place or shack, accuracy when describing what you offer is important.

Your entry will also 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 initially is to post an entry on the WWOOF Australia Bulletin Board, which can be accessed via our Website.

We rely heavily on feedback from all members to maintain a working system. Complaints need to be backed up with names, membership numbers, and dates if they are to be treated seriously. For this reason it is **essential that you ask to see the handbook and some form of identification on WWOOFers arrival**. If one of your Wwoofers confides in you of a bad experience involving another host, please have them contact us so that we can deal with the problem.

We hope this has given you enough information, in your decision to become one of our Hosts enjoying the benefits of WWOOFing. 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

INSURANCE

In the past WWOOFers were not regarded as workers, and were not granted cover under Workers Compensation Insurance packages. As a result, we searched for a means of providing WWOOFers with some cover, and our current Volunteer Accident Insurance came into being. This very small basic accident policy is based on a \$10-00 premium built into the membership. Full details are over the page. 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.

The other way an injured WWOOFer can seek compensation is to sue the Host. To do this, they must prove the Host was negligent. For the Hosts protection it is important to have public liability insurance as part of their property insurance. To activate public liability insurance the Host must be sued which is fraught with difficulty, especially if the complainant party has returned overseas! Some Hosts have "Domestic Workers Compensation" included in their household insurance which covers cleaners, gardeners and their WWOOFers.

Please contact your own insurance provider to check your cover

WORKERS COMPENSATION / WORKCOVER

Recently there have been changes in Workers Compensation provisions. 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. You can check this with the authorities.

The information we have is on a separate PDF which can be accessed from the Hostpack PDF http://www.woof.com.au/images/WorkCover_Information_for_WWOOF_Hosts.pdf on 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)

Contact details for the Workcover Authorities are:

Vic:	www.workcover.vic.gov.au	Ph: 1800 136 089
NSW:	www.workcover.nsw.gov.au	Ph: 13 10 50
ACT:	www.workcover.act.gov.au	Ph: (02) 6205 0200
NT:	www.worksafe.nt.gov.au	Ph: 1800 019 115
SA:	www.safework.sa.gov.au	Ph: 1300 365 255
TAS:	www.workcover.tas.gov.au	Ph: 1300 366 322
WA:	www.workcover.wa.gov.au	Ph: 1300 794 744
Qld:	www.workcoverqld.com.au	Ph: 1300 362 128

WWOOF P/L advises you to follow the laws of your state. Disregarding the WorkCover laws may result in heavy penalties.

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.

What 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 that 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 \$50.00* covers you for 12 months after your entry first appears in the book. 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. It is imperative that you 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 assume you no longer wish to be part of the scheme and will remove your entry from the book.

Renewal rates are \$45.00* per year, which includes a copy of the current book or \$30.00* for concession card holders. Deadlines for renewals and/or changes to your entry details:

April 30th for the July edition or Oct 31st for the January edition

We print a new edition of the WWOOF Book each January and July. We have no contact with WWOOFers after they join, so it could take from 6 months to a year 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 omitted from the WWOOF Book.

**If you provide us with a copy of your current certification with an AQIS accredited Certifying body (eg. NASAA, ACO, BDRI, TOP, SFQ, AUS-QUAL, OGA/BFA or OFC) membership is free*

COMPLAINTS PROCEDURE

We occasionally get complaints from WWOOFers regarding unsuitable and dirty accommodation, poor or inadequate food, or being unreasonably overworked. For complaints about unsuitable accommodation, food, the Host entry not being accurate, unreasonably long working hours etc. within a 12-month period: - **First complaint**, we shall inform you of the complaint. We will request a reply in writing. **Second complaint**, we shall inform you again, and where appropriate suggest you change your Host entry to better reflect conditions on your property and warn you a third complaint will result in your entry being removed from the list. **Third complaint**, we will remove the Host from the list.

For all complaints we will request the contact details of other WWOOFers who have stayed with you. We will contact them and ask them about their experiences when they visited you.

COMPLAINTS REGARDING CONTRAVENTION OF IMMIGRATION REGULATIONS

Hosts **MUST** ensure that international WWOOFers hold an appropriate visa that allows them to work. If there is a complaint, we will ask the person making the complaint to contact the Immigration Dept with their concerns. If the Dept finds a Host to be using WWOOFers in contravention of Immigration Regulations, we will remove the Host from the list. (Hosts who are in breach of immigration laws may jeopardise the entire WWOOF program)

COMPLAINTS REGARDING HEALTH AND SAFETY OR SEXUAL HARRASSMENT

If we receive a complaint about health and safety or inappropriate behaviour including sexual harassment we have adopted the following procedure: -

We will contact the host to inform them of the complaint, and that they have been suspended pending resolution of the complaint. This may seem harsh. However, when there has been a concern about health and safety raised, we must err on the side of caution, bearing in mind our duty of care towards our members.

The Host will be suspended & listed on "Deleted Hosts" lists on our Website and Amendment Sheet. If the host disputes the complaint, the host will be required to provide us with written statements refuting the initial complaint from either WWOOFers who have stayed or are staying at the property, from other hosts in the area or from neighbours attesting to the hosts good character.

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 complaint at any time in the future, the host will be removed from the list.**

HOST GUIDELINES

The MAIN requirement of a WWOOF Host is that you are involved in organics in some way, 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. PLEASE ENSURE THAT YOU DO 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 (See # 13 below and Complaints Policy).
2. **You are entering into a venture where you are accepting total strangers into your home.** To safeguard both Hosts and WWOOFers, we request that Hosts keep a Guestbook and ask WWOOFers to sign it and record their Membership number. The WWOOFers can also enter comments about their experiences at your property, a memento of their time there with you.
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. Prices from 1/1/06 are \$55.00 single, \$65.00 couple. 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 or sending a cheque.
4. **The most important experience for WWOOFers will be the chance to ask about your methods and problems** - please be patient and available by working with them whenever possible. It is advisable to show them how equipment works to avoid breakages and injuries. **Please be aware that WWOOFers MUST NOT use man-made chemicals/fertilizers, approved organic alternatives are acceptable.**
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. Hoeing out weeds can be boring and tedious if working alone.
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 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). It is a good idea to discuss the types of working conditions, days off, etc upon initial inquiry, so there is no misunderstanding after the WWOOFer arrives.
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.** If, for a valid reason, you are not willing to provide all meals, or certain foods are to be provided by the WWOOFers themselves, then these details need to be clearly stated in your entry. 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.** Bedding should be adequate, especially if dealing with travellers from warmer areas than yours. **Inadequate and dirty accommodation, bedding and food are WWOOFers main complaints.**
9. **Hosts are in effect Ambassadors for Australia.** Therefore, it is important in the spirit of cultural exchange, to treat all your WWOOFers as one of the family and needless to say, 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 scheme 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 should that be necessary.** As long as your entry gives clear and accurate information you should have no problems. Good communication is the key!
13. WWOOF is strictly voluntary. **Be fully aware of Visa restrictions** ensure international WWOOFers hold appropriate visas that allow them to work
14. **Hosts will not involve WWOOFers in any project involving the use of chemicals, i.e. herbicide/weedicides etc.**

WWOOFER INSURANCE COVER

This is the insurance policy that WWOOF puts in place for the majority of the WWOOFers. Those WWOOFers who do NOT have an 'I' in front of their membership number means that these members are not insured by WWOOF but through an alternative source. **This insurance does not cover hosts.**

INSURANCE CERTIFICATE

WWOOF Pty Ltd, 2166 Gelantipy Rd, W Tree, Vic 3885, Australia. (Ph: 03 5155 0218) in Association with Aon Risk Services Australia Ltd (02 9253 7000 Policy reference MFC W0400) certify that the following insurance cover has been paid for by the WWOOF member or members listed on the back cover of this WWOOF book, **providing there is an 'I' preceding the membership number:** who has/have taken up this cover, and is/are covered against accidental injury for 12 months from the start date on the cover of the book, as below:

COVER

Cover is applicable only to accidents occurring to registered WWOOF members while engaged in WWOOFing activity on a registered WWOOF host property.

Policy covers: Personal Accident only, excludes sickness or illness

Policy Limit \$10,000	Maximum Payout
Death (Capital Benefits)	\$10,000
Weekly Benefit (**Restricted Cover for those aged 60 and over)	\$ 500 (**max 85%)
Broken Bones	\$1,500.00
Weekly Domestic Help*	\$500
Weekly Student Tutorial Benefit*	\$500
Non Medicare medical expenses	\$10,000 (Aust. Residents)
Non Medicare medical expenses	\$5,000 (Non Australians)
Home/Car Renovation*	\$10,000
Out of pocket expenses	\$1,500
Emergency Transport	\$3,000
Funeral Expenses	\$10,000
Pharmaceutical Benefits	\$1,000

* On the advice of a qualified medical practitioner.

Special Endorsement

Cover is only within Australia, cover ceases when a person covered under the WWOOFers policy, leaves the WWOOFers activity, or returns overseas (home).

However for new Australian Residents cover for medical expenses incurred in Australia and ongoing due to their injury, once back in their home country, will be covered up to the policy limit where insurers can legally provide this cover.

Indemnity Period

104 weeks (**but reduced for those aged 60 and over)

Deductible

\$50 for Non Medicare Medical Expenses

Exclusions:

- Any sickness/illness related injury or condition or pre-existing injuries
- Any accident which results from being under the influence of drugs or alcohol
- Flying in an aircraft other than as a passenger in an aircraft licensed to carry passengers
- Training for or participating in professional sport of any kind
- Intentional self injury or criminal act
- There is no cover under this policy for any loss, damage, liability, event, injury or sickness which is covered under any other insurance policy (e.g travel insurance), health or medical scheme or Act of Parliament or is payable by any other source

Any occurrence giving rise to a claim will need to be attested to by a host (as to when and where it happened) and be notified to **Specialty Claims, Aon Risk Services on 02 9253 7000 as soon as possible, quoting the WWOOF/Aon Personal Accident Policy reference MFC W0400.**

Claim forms include a Physicians statement which must be filled in by the attending Doctor and are available from WWOOF Pty Ltd by e-mail or fax wooof@wooof.com.au

Please ensure you refer to Aon Financial Services Guide and the Product Disclosure Statement which is available from the WWOOF Office (03 5155 0218) or on our website www.wooof.com.au

Australian Emergency Phone No. is 000 (Police, Fire or Ambulance) or 112 from mobile

WWOOF HOST APPLICATION FORM

****** The MAIN requirement of a WWOOF Host is that you are involved in organics in some way, either growing or producing organic products. ******

Please complete in **BLOCK LETTERS**, 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. Phone number _____ Fax Number _____
E-mail _____ Mobile _____

6. I wish to receive my WWOOF Newsletters via Email (please circle): YES / NO

7. Nearest Large Town _____ How far away is it? _____ km

8. **Please write, type or paste the details you want included in your entry (approx. 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 do you use on your property?

8c) The sort of work to be done *(please attach additional sheet if you need more space)*

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* _____

If you provide us with a copy of your current certification with an AQIS accredited Certifying body (eg. NASAA, ACO, BDRI, TOP, SFQ, AUS-QUAL, OGA/BFA, OFC) joining is free. Registration # _____

- 9b) If you want to take WWOOFers applying for a 2nd Working Holiday Visa please tick here
10. I/We understand that WWOOFers must not use chemicals: YES / NO
11. I/We can accommodate _____ people either:
- Indoors within our home _____ In our caravan or tent _____
- In BYO accommodation _____ Other _____
12. WWOOFers will live as family YES/NO OR self-contained in _____
13. Our meals will be vegetarian meat mixed diet as negotiated with Wwoofers
14. I/We can take children. YES/NO/BY ARRANGEMENT
- I/We would welcome Mature Age WWOOFers (40+ years) YES/NO
15. WWOOF assumes that HOSTS **do not** permit smoking inside their dwelling.
- Please indicate if you **DO** permit smoking indoors YES/NO
- Please indicate if you **DO** permit smoking on the property (Outside) YES/NO
16. We are negotiable over length of stay after the first few days. YES/NO
- We prefer that WWOOFers remain for short stays only. YES/NO
- We prefer that WWOOFers initially stay for a period of _____ Days/Weeks
17. I/we have read and understand our WorkCover obligations. YES/NO

I/we desire to become a Host with the WWOOF scheme. 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 undertake not to 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 \$50* which covers my listing to the end of the first full calendar year following inclusion of my entry in the WWOOF Book, a copy of this book, and 2 - 4 newsletters per year.

Yearly renewal is \$45.00* or \$30.00* for concession cardholders. (prices current as of January 2010) *If you provide us with a copy of your current certification with an AQIS accredited Certifying body (eg. NASAA, ACO, BDRI, TOP, SFQ, AUS-QUAL or OFC) membership is free

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)

Signed _____ Date _____ / _____ / _____

Cheques & Money Orders should be made payable to WWOOF.

Please debit my Bankcard, MasterCard or Visa Card - Number _____/_____/_____/_____

Expiry ____/____ Cardholders name (as shown on card) _____

Signature. _____

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

Deadlines for inclusion in the WWOOF Book are 31st October for the January book, 30th April for the July book

PLEASE ENCLOSE A PHOTOCOPY OF YOUR CURRENT DRIVERS LICENCE OR PASSPORT