



Australia Awards

# Australia Awards in Indonesia

Short Term Awards  
Guidelines  
October 2017



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# Abbreviations

AAI	Australia Awards in Indonesia
AIP	Aid Investment Plan
DFAT	Department of Foreign Affairs and Trade
GOI	Government of Indonesia
HOM	Head of Mission (Australian Ambassador in Indonesia)
LTA	Long-term Award
M&E	Monitoring and Evaluation
MC	Managing Contractor
RFT	Request for Tender
Setneg	Republic of Indonesia State Secretariat
STA	Short-Term Award

# 1. Background

Australia Awards are prestigious international awards offered by the Australian Government to the next generation of global leaders for development. Australia Awards aim to promote knowledge, education links and enduring ties between Australia, our neighbours and the global community. International scholarships have been an important component of the Australian Government's overseas aid program since the Colombo Plan in the 1950s.

The Australian Department of Foreign Affairs and Trade (DFAT) has contracted Coffey International Development as Managing Contractor (MC), to provide administrative and logistical services to the delivery of Australia Awards program in Indonesia.

The purpose of these guidelines is to provide the MC, the Government of Indonesia, Indonesian partner organisations, individual recipients, and Australian implementing partners with principles and a general operating framework for the implementation of Australia Awards Short Term Awards (STAs).

STAs offer a flexible and responsive approach to developing human capital in priority targeted sectors such as the government, civil society and the private sector. In addition to strengthening the competencies of awardees and addressing organisational HRD priorities, short courses also provide opportunities for linkages between Indonesians and Australians at the individual and organisational level and improvement in participant attitudes towards Australia and Australians.

All STAs delivered by AAI attract influencers within their respective sectors to ensure maximum impact of the Program's investment. Designs of the courses, which are delivered by specialised Australian providers including universities, expose awardees to a range of adult learning methodologies and are tailored to specific sectoral learning requirements.

Australia Awards received consistent feedback from organisations who participated in Scholarships Readiness Assessments of a pressing need for highly targeted and quality short course programs which responded to skills deficits while avoiding lengthy time commitments for participants. It was argued that such cohorts would not be in a position to undertake Long-Term Awards (LTAs). Consultations with DFAT partner programs and organisations, especially community groups, reflected a similar need for STAs that could build specific skills without requiring long-term study commitments from participants.

From February to June 2015 the Program initiated an independent evaluation of nine STA pilots delivered since 2012 to 207 participants from three central agencies. The evaluation found that the design of the STA pilots was relevant and remains so today. Outcomes were achieved through the application of new skills and knowledge by participants in the workplace. The evaluation also found that STAs provided recipients with a positive perception of Australia and improved links among Indonesian colleagues.

Since February 2015 Australia Awards has administered an overall increase from 200 to up to 650 STAs. Funding for STAs is channelled through the MC budget and is a way for the program to offset a reduction in LTAs announced as a result of Australian Government aid program budget cuts in 2015. The shift reflects the need to broaden program scope and accessibility as a primary delivery vehicle within Australia's aid investment plan for Indonesia. In June 2015, the Program Coordinating Committee agreed that the delivery of STAs become a routine element of AAI programming.

## 2. Course selection and design

Selection of courses and management of the STA pipeline will be conducted broadly in line with the timeframe illustrated above in Section 3.

### 2.1 Criteria

Three key criteria will be used to identify STA topics:

1. The proposed course topics are in line with the AIP
2. The course is in line with Indonesian government development plans and priorities
3. The course is in line with the Australian national interest

Once the course topics are approved by DFAT, the participating agencies are invited to consultations to identify course learning objectives, delivery modalities and proposed course schedules. This information is included in the concept paper development and once approved by DFAT, the details of the course are included in the Scope of Services of the Request for Tender.

### 2.2 Course components

STAs are customised around recipients' needs aiming to maximise participants' learning opportunities. Course durations vary between 1-12 weeks for the in-Australia component. Delivery locations may differ from course to course, however in most cases courses will include pre- and post-course components delivered in Indonesia, and a core component delivered in Australia.

AAI requires that the pre or post-course workshop is delivered by 1-2 content experts nominated in the tender proposal. The purpose of the pre-course is to prepare the participants for the in-Australia component and to refine their Award Project topics. Understanding the participants' individual learning objectives at the pre-course workshop may also result in changes to the content of the in-Australia course.

The course provider is expected to cover the following key areas in the orientation briefing at the pre-course workshop:

- Introduction to the course provider team and explanation of roles and responsibilities.
- Course venues, facilities, attendance and behaviours.
- Per diem amounts, payment processes and intended use.
- Accommodation rules and policies, security arrangements and considerations, fire and emergency evacuation, use of shared facilities.
- Local orientation including nearby shops and public facilities.
- Course and local transport including pick up points, payment methods, schedules and to/from the course venue.
- Health insurance policy including coverage, exclusions and treatment of pre-existing medical conditions, up-front payments, insurance claims and health care assistance.
- Communications and IT including for example, SIM cards and credit, international phone cards, use of laptops and internet and email access.

- Outline of academic and welfare support mechanisms available (e.g. medical assistance, out of hours support, etc.).
- Planned recreational activities including schedule, coordination and participation.
- Australian cultural norms and acceptable behaviour, cross-cultural communication and basic slang/colloquialisms.

Post-course components will similarly involve a follow up visit to Indonesia by relevant trainers to consolidate student learning, and to drive potential impacts of the training on the employee's workplace. The pre-course workshop is usually delivered four weeks prior to the in-Australia course. The post-course workshop takes place in Indonesia approximately three months after the completion of the in-Australia course.

### 2.3 Contribution to workplace – Award Projects

Each STA participant is expected to develop an Award Project, an individual development project that is related to their work and to the course topic. The Award Projects will help the participants identify key areas they want to focus on during the course. The Award Project topics are proposed by the applicants as part of the applications. The topics are further refined at the pre-course workshop. The topics are approved by the participants' supervisors. During the program there will be regular review and reflection sessions to make sure that the course content is meeting the participants' learning needs, including the development of the Award Projects. The participants are expected to finalise the plans for the implementation of the Award Projects by the time they finish their course in Australia. The Award Project results, outcomes, highlights and lessons learned are presented at the post-course workshop.

## 3. Participant selection

The methodology to be used for participant selection will vary based on the nature and specific requirements of each course. The method and criteria for participant selection will be described in detail in the course design document. Course selection will be merit based and adhere to the principles of transparency and accountability. Where participants are Indonesian civil servants, selection will be coordinated by Setneg.

### 3.1 English language requirements

To effectively gain skills and knowledge on an STA, recipients of most of the Australia Awards in Indonesia STA have functional English proficiency. In Graduate Certificate level courses AAI requires the recipients to sit an English test. This test will be required to be taken without additional support. Additionally, a telephonic English assessment may be undertaken in some circumstances. The award may be withdrawn should the awardee not have the required English language proficiency to undertake the course.

### 3.2 Development opportunities for all

Australia Awards addresses gender equality, HIV/AIDs and disability as cross cutting issues in line with DFAT's policies. This means that women and men are treated equitably and that no-one is discriminated against because of their gender, HIV status or disability.

### 3.3 Gender equality

DFAT's AIP for Indonesia highlights that it will mainstream gender equality by supporting increased employment opportunities for women and men. Where women are unable to participate in any aspect of the program in Indonesia because of barriers related to their gender, for example child care responsibilities, Australia Awards will endeavour to advise and support the awardee to overcome the obstacle. It is in this regard that women are strongly encouraged to disclose if they are pregnant so they can be provided with relevant and timely advice prior to mobilisation.

### 3.4 People with disability

DFAT's Aid Investment Plan ensures that people with disability are included and supported in improving their quality of life through all aspects of the aid program, and DFAT has made a clear commitment to provide access to the aid program for people with disability. DFAT ensures that "reasonable adjustments" are put in place to enable people with disability to participate in DFAT's Australia Awards on an equal basis with all other recipients.

STA participants with a disability and/or special needs are strongly encouraged to provide details of their disability and/or special needs at the earliest opportunity. Disclosure will not disadvantage an applicant from being considered, as Australia Awards operates under a non-discrimination policy. Early notification will provide AAI with adequate time for the assessment of needs and preparations on reasonable support to be made. This information is bound by Australian confidentiality and privacy laws and will be shared only for the purpose of facilitating an accessible barrier-free learning and living environment. Reasonable adjustments may include modifications to physical or learning environments and additional educational supports such as sign interpreters, captioning and personal care assistance depending on assessment of the individual's needs. Awardees with a disability



will be assisted with the visa application requirements including, but not limited to, meeting the costs of obtaining medical reports if required.

### 3.5 Child Protection

DFAT has clear and strict policies in relation to managing and reducing risks of child abuse. The policy applies to all recipients of DFAT funds. DFAT takes a zero-tolerance approach to any infringement. Recipients are required to sign a copy of the DFAT Child Protection Code of Conduct. AAI is committed to protecting the rights of children in all areas we work around the world. Australia Awards in Indonesia reserves the right to conduct police checks and other screening procedures to ensure a child-safe environment.

## 4. Provider selection

The selection of Australian STA course providers will be conducted in accordance with the Australian Procurement Rules and adhering to the standard and approach adopted by DFAT for the procurement of goods and services under the Australian Aid Program. In exceptional circumstances, with the prior approval of DFAT, providers may be procured through direct sourcing. AAI maintains a list of current and prospective course providers and provides information about the STA pipeline and upcoming tenders to all providers on an equal basis.

Tender processes will commence with a Request for Tender (RFT) issued with, typically, a four-week tender preparation deadline. Tenders will be assessed by a selected Tender Assessment Panel comprising members appointed based on the specific technical and institutional priorities of the course. Members may include staff from relevant sections of DFAT, the Australian Embassy in Jakarta, Government of Indonesia agencies, and technical or academic specialists. Tenders will be comprised of a technical and financial component, and will be assessed using a transparent scoring formula that takes into account both components.

The preferred tenderer will be invited to negotiate a detailed services contract directly with the MC. The contract will contain standard conditions, and provisions specific to the scope of services. A copy of the standard contract terms and conditions will be available as part of the RFT, therefore any tenderer unable to comply with the standard terms and conditions are discouraged from tendering, as these conditions cannot be adjusted during contract negotiation.

### 4.1 Staffing

STAs operate under the *DFAT Adviser Remuneration Framework*. All positions within short courses must meet the requirements of this framework and are not eligible for the allocation of premium rates. When preparing the *Course Plan*, providers will need to include the levels and remuneration rates of staff. Discipline groups under this framework are outlined below.

The following minimum full-time staffing:

- Course Leader (ARF classification included in the RFT) – leads the delivery team and is the major technical facilitator/lecturer.
- Course Coordinator – manages administration, logistics, program scheduling.
- Welfare Officer – preferably female position that supports recipients' welfare, health needs and recreation.

#### **Course Leader - Responsibilities:**

- Lead the short course on behalf of the course provider and ensure the course is delivered according to the Scope of Services.
- Manage the delivery of a flexible and experiential program of teaching, learning and site visits in accordance with the recipient profiles and short course requirements.
- Manage all support staff involved in course delivery (e.g. Course Coordinator, Interpreters, Translators, etc.).

- Conduct course sessions, supervise and coordinate inputs from other presenters and organisations and make final decisions about the Course Program to ensure the course is able to adapt to recipient profiles.
- Ensure recipients experiences are structured and analysed so they relate to the Indonesian context and their individual work requirements, and are linked to course objectives and learning outcomes.
- Lead the assessment and monitoring and evaluation of recipients during course delivery and the subsequent compilation of client reports.

**Qualifications and Experience:**

- Relevant qualifications and experience in the technical subject matter.
- Experience in leading short course delivery to international students.
- Experience in project management/administration highly desirable.
- Understanding of the international development context (e.g. higher level goals and objectives of the Program).
- Knowledge of, or preferably experience in, the technical subject matter in Indonesia.

**Course Coordinator - Responsibilities:**

- Work with Course Leader to coordinate the successful preparation, arrival and return of recipients to Indonesia including pre-departure materials and an orientation program.
- Organise and liaise with service providers to ensure appropriate provision of in-Australia transport, accommodation, health insurance, site visits, recreational activities and training venues for recipients for the duration of their stay in Australia.
- Act as key liaison point for recipients on all administrative and logistical issues including course provision and pastoral care services.
- Coordinate all financial administration tasks including, but not limited to payment of per diems, service provider invoices, etc., and keeping accurate financial records.
- Provide necessary administration support to the course design and delivery teams.

**Qualifications and Experience:**

- Qualifications in administration or other relevant field is highly preferable.
- High level administration/coordination experience.
- Excellent interpersonal communication skills
- Experience in education administration, particularly short courses, is highly preferable.
- Course provider employee is highly preferable.
- Experience working with international beneficiaries is highly preferable.

**Welfare Officer - Responsibilities:**

- Monitor and provide general welfare support for Indonesian recipients in Australia, including orientation support, advice on any issues encountered, accompanying group on all site-visits and supporting recreational trips.
- Monitor and provide specific health-related welfare support for all recipients, including explaining Australian health care requirements, the medical insurance policy and

exclusions, accompanying individuals to any medical appointments and providing interpreting if required.

- Monitor and provide support to female recipients in particular, including taking any opportunities to enrich the female recipients' experience while in Australia.
- Act as the key liaison between the group and course delivery team.
- Assist the Course Coordinator as required particularly with arrival and departure, organising activities, site visits and recreational activities.

**Qualifications and Experience:**

- Qualification in administration, human resources, social sciences (or equivalent work experience) is preferable.
- Experience in a welfare/social services role is highly preferable.
- Fluency in English and Bahasa Indonesia.
- Excellent interpersonal communication skills.
- Strong understanding of Australian systems and culture.
- Strong understanding of Indonesian culture and cross-cultural issues. Indonesian background is highly preferable.

## 5. Entitlements

Participants in STAs will be entitled to full financial support for all travel related to pre- and post-course activities and to Australia for the core course component. AAI will also cover all costs associated with visas and insurance. A daily living allowance will be paid for any days the participant spends away from home base. Accommodation will be paid at cost through reimbursement or in most cases direct to vendors. Except in circumstances otherwise approved by DFAT, all rates for travel, living costs and accommodation will be calculated with reference to the pursuant Government of Indonesia Ministry of Finance regulations.

### 5.1 Travel

Recipients are to travel by the most direct route and are entitled to the "best fare of the day" which is the economy class fare available during the period of travel. The air ticket will be booked from the regional or international airport closest to their home city and to the airport closest to their training destination.

The training dates have been set in advance and recipients have to ensure that they are available to travel on the prescribed dates. All relevant travel, including flights, ground transport and hotels from the recipient's home country to the training destination are booked and organised by AAI. Additional domestic travel in Australia is organised by the course provider. Where it is not possible for AAI or the course provider to arrange travel (in case of travel in remote parts of Indonesia for instance), recipients must obtain prior approval to incur a necessary expense in order to be reimbursed. Recipients will be required to provide a receipt for the incurred expense.

Unless unavoidable, stopovers are not permitted. If unavoidable, AAI will pay reasonable accommodation costs that have been pre-approved.

The training institution will arrange local transfers on arrival and departure to the training destination. Training institutions are required to provide recipients with the details of the transfer arrangements prior to departure.

Pregnant women are strongly encouraged to disclose pregnancy to AAI early in order to be provided with relevant and timely advice prior to mobilisation. Airlines have different policies about allowing pregnant women to travel in the later stages of their pregnancy due to health and safety requirements, and awardees need to consider their stage of pregnancy in the light of their course completion date and the course demands. After 28 weeks, most airlines will require a letter from a Doctor confirming the estimated date of delivery and stating there are no complications.

DFAT and training institutions provide reasonable support to allow recipients with disability to participate in STA on an equal basis with all other recipients. The support needs of each recipient with disability will be different, as will the nature of the reasonable adjustments that are necessary and appropriate. The needs of each recipient who disclosed a disability will be assessed on a case-by-case basis well before they are mobilised.

Recipients are responsible for the cost to transport personal effects and/or excess baggage. It is the recipient's responsibility to ensure that they are aware of and comply with the airline baggage allowable for their e-ticket.

All recipients must uphold their visa conditions while studying for the Australia Award and must have satisfactory academic results for the duration of the course. Recipients are required to attend every class and course activity throughout the training. Personal travel during scheduled course times is prohibited. During leisure time, recipients may undertake activities of their choice provided the training institution is aware of their whereabouts and that they have provided the training institution with a local contact number. It should, however be noted, that recipients are discouraged from undertaking personal travel. It is prohibited to extend the stay in the delivery location after the course has been completed and recipients are required to travel home on the dates of the issued e-ticket.

## 5.2 Visas

AAI will cover the visa processing costs and the initial medical examination (if required) undertaken to enable visas to be issued to the training destination.

The Australian Government's visa issuing body is the Department of Immigration and Border Protection (DIBP). The requirements referred to here are set by DIBP. Neither DFAT nor the MC controls or can influence the visa process in any way. Please note that the Australian visa form is a detailed form that will require a substantial amount of time to complete. It is considered fraudulent to provide false or misleading information on the visa application form.

It is a DIBP requirement that recipients provide certified copies of supporting documentation to accompany visa applications. Passports do not need to be submitted with the application form but recipients must submit a clear, legible copy of the Biometrics page of the passport with their application. The expiry date of passports must be after the end date of the training.

## 5.3 Allowances

All recipients are paid a daily allowance or per diem of **AUD 82/day** during their time in Australia. The course provider pays the allowance on the basis of the formula: "number of nights in Australia plus one" (to allow for return travel). The daily allowance is to cover meals not provided by the course provider, incidentals, personal travel, etc. No additional allowances will be provided. Allowances are paid in advance weekly or fortnightly by the course provider, preferably using a cash card.

Meals provided as part of the STA are not deducted from the per diem. It is preferred however, that recipients are provided with only lunch during course delivery and that they are able to prepare/buy their own breakfast and dinner.

Australia Awards in Indonesia pays each participant an allowance during the pre and post-course workshop. Allowances in Indonesia are calculated in accordance with AAI policy and Government of Indonesia Ministry of Finance regulations.

Reimbursements to the participants are used only in exceptional circumstances. They can only be refunded if prior approval has been obtained from AAI and supported by receipts and/or supporting documentation. Recipients should discuss these expenses with AAI, prior to incurring the expenses and prior to the commencement of the training. Personal expenses while travelling are not reimbursable. Items that are considered non-reimbursable include but are not limited to:

- Damage to vehicle, in cases where recipients use their private transport
- Loss of personal property

- Fines for traffic violations
- Costs of food, beverage and other items during transit and travel to and from being on-award
- Loss of cash advance or personal funds
- Cost of personal credit cards
- Purchase of clothing and other personal items
- Excess baggage
- Personal effects transport costs
- Medical expenses not covered by insurance

#### 5.4 Accommodation

Previous experience with short course recipients from other countries has demonstrated a strong preference for recipients to be able to prepare the majority of their own meals. Apartments with cooking facilities are available in all city locations and are the preferred style of accommodation. The standard is as follows:

- value for money apartment accommodation with two bedrooms and a fully equipped kitchen (one participant per bedroom)
- preferably four star rated wherever available and within budget
- separate bathrooms wherever available and within budget

Recipients are required to share with one other person. However, this must be dealt with in a sensitive manner and not through a random allocation of rooms. This is especially the case for women recipients, who may wish to be grouped in adjacent rooms. It is not acceptable to place three recipients in one apartment unless there are three bedrooms and multiple bathrooms. The Course Coordinator will need to exercise flexibility and discretion when rooms are allocated. There may occasionally be acceptable reasons for allocating a single room (e.g. seniority or a health issue), but the general rule will be that recipients share an apartment.

Providers must take location into account, especially where alternatives exist. Factors to be considered include:

- distance to training venue, especially where recipients are not bussed to the venue daily
- proximity to city centre, shops, public facilities and take-away food outlets
- proximity to bars, sex-shops or other potentially culturally offensive sites
- proximity to noisy, late-night entertainment venues

On arrival, providers should supply easily accessible information to recipients on the accommodation, any relevant rules, policies, procedures or guidance on appropriate behaviour, accommodation services and surrounding facilities. This should include information such as:

- fire and emergency evacuation
- use of shared accommodation facilities
- location of nearby shops and public facilities
- safety and security

- smoking rules
- acceptable cultural behaviour (for Australian accommodation only)

## 5.5 Travel insurance

STA recipients travel to Australia on Student Visa Subclass 500. The Australian Government through the Department of Immigration and Border Protection requires all holders of a Student Visa to maintain Overseas Student Health Cover (OSHC) during their stay in Australia. Course providers must provide a Certificate of Insurance for each of the recipients covering them from their time of arrival in Australia to their time of departure. Recipients are not eligible for assistance with family entry or assistance with family OSHC insurance coverage.

Support with access to medical assistance in Australia when a recipient is ill must be facilitated by the course provider (e.g. through the Welfare Officer). Course providers are also required to provide recipients with a comprehensive briefing on the travel and OSHC insurance policy on arrival in Australia.

Entitlement to travel insurance commences on the day of departure from home location ceases on the day of return to home. It is imperative that recipients familiarise themselves with the insurance policy cover. Recipients are strongly advised to disclose pre-existing medical conditions, including pregnancy to training institutions prior to mobilisation.

The insurance provided by the program does not cover any services relating to pre-existing conditions or services such as dental, physiotherapy or optical services. A pre-existing condition is any personal illness or health condition that was known to you and existed prior to accepting the offer of an Australia Award.

STA participants need to observe personal responsibility and to carry their own medication if they have chronic health conditions for the duration of their training. This should come with the doctor's prescription note and be clearly labelled with the recipient's name and declaration that it is for their use only.

Course provider will issue an information card providing relevant information on medical emergency procedures and non-emergency process for seeing a doctor, etc. Course participants must be briefed on the following as part of the orientation program:

- The policies: the benefits and exclusions. Recipients should be advised of all exclusions under the policies including pre-existing medical conditions and dental and optical expenses
- The claims process and timing of the reimbursement of expenses
- Procedures should they fall ill in Australia (e.g. assistance by the Welfare Officer)
- The need to contribute to medical expenses where gap fees apply in Australia
- Assistance to arrange treatment in Australia for non-urgent existing conditions may not be supported by the course provider and will not be covered under the insurance policy

## 5.6 Participant communications

The course provider advises the participants to bring their own mobile phone handset to Australia. Course providers are to provide recipients with a mobile phone SIM card on arrival with \$30 – \$50 pre-loaded credit.

Recipients are to be briefed on:



- all relevant local and international call and usage charges
- how to purchase and re-charge their phone credit
- how to purchase and use phone cards for international calls to minimise costs associated with contacting relatives

To assist in managing communication expenditure and in consideration of the higher charge rates of some accommodation providers (especially in Australia), it is strongly recommended that recipients only have access to land lines which are pay as you go.

Many participants bring their own computers to Australia. Access to computers will be negotiated between AAI and the course delivery team based on the course topic. Potential costs related to the hire of laptops will be reflected in the reimbursable expenditure budget.

Recipients must be provided with internet access for study and personal use (hotel, university and venue Wi-Fi). Instructions on how to access the internet and information on all applicable charges must be explained to recipients.

## 6. Medical treatment and welfare incidents

### 6.1 Medical treatment

STA are a key component of Australia Awards in Indonesia and as such fall under the overarching Australia Awards guidelines. This guideline is aligned with the welfare incident procedures and policies outlined in the *Australia Awards Scholarships Policy Handbook*.

DFAT and AAI's primary concern is the welfare of the course participants. The policies and procedures outlined below are based on an early warning approach so that AAI can be assured that appropriate support is in place for recipients facing welfare issues. AAI understands that this Guideline will not cover every eventuality. The course provider is ultimately responsible for the management of recipients and is required to use its best judgement in response to any particular situation. AAI is to be advised of any deviation from this recommended Guideline in advance of any action taken.

There are a number of background issues to consider when determining the appropriate level of support in facilitating health care service provision including the fact that Australia has a high reputation in health care and recipients may understandably want to take advantage of Australian health services and OSHC Worldcare Standard policy excludes coverage for pre-existing medical conditions.

All course providers will have a Welfare Officer as part of their delivery team in Australia. This officer is the key person involved in supporting recipients who require medical or dental assistance in Australia. It is required that the Welfare Officer will:

- make arrangements for attendance at a general practice or a suitable clinic (e.g. university health centre) by any recipient who is ill
- attend the clinic with the recipient, acting as interpreter if so requested by the recipient
- explain the payment system and health insurance coverage applicable to the recipient at the time of the doctor's visit
- assist the recipient to purchase prescribed medication from a local pharmacy
- ensure the recipient fully understands the dosage and frequency of any medication
- support and monitor the recipient while they are ill or under treatment
- keep the Short Course Adviser informed of the situation, while maintaining recipient privacy

If a recipient falls ill during the course and the attending GP refers the recipient to a specialist, the Welfare Officer will assist with this process. However, some recipients may arrive in Australia with the intention to consult a specialist, usually because they have not been able to get specialist advice at home. While this is not an unreasonable expectation, it should not take precedence over meeting the requirements of the course. The following points are relevant:

- specialist appointments can only be made with a GP's referral;

- specialist appointments are difficult to arrange at short notice – the Welfare Officer may assist in arranging early appointments but should make it clear that appointments just may not be possible in the timeframe;
- the requirements of attendance at the course come first and any appointments should be made at a time that minimises impact on activity session attendance and;
- specialist appointments are not covered by health insurance where they relate to a pre-existing medical condition.

The Welfare Officer must keep a written record/diary of any health related issues or visits to doctors. Any serious illness, accident or hospital admission must be reported to the Short Course Adviser within 24 hours, via phone or email.

## 6.2 Welfare incident

A welfare incident is any event or situation that adversely affects, or has the potential to adversely effect, a recipient's ability to successfully complete their short course. A range of situations may qualify as welfare incidents including:

- any incident where a complaint is lodged or a recipient is otherwise accused, of harassment, sexual harassment or bullying
- any incident where a recipient lodges a complaint or otherwise alleges they have been the victim of harassment, sexual harassment or bullying
- any time that a recipient is diagnosed with a serious or chronic illness (including mental illness), has a serious accident or is admitted to hospital
- any time that a recipient notifies that they are pregnant
- any time a recipient is referred for counselling
- any time a recipient notifies that a member of their family has died overseas and;
- a natural disaster that occurs in Indonesia.

Course Leaders must notify AAI's nominated STA manager by email as soon as possible within business hours when they become aware of any welfare incident that has the potential to affect a recipient's ability to successfully complete their short course. Course Coordinators or Course Leaders are required to provide sufficient information so that AAI can be assured that appropriate action and support has been put in place to ensure the welfare of the recipient. There is no exception to this requirement. AAI will report welfare incidents to DFAT as per the policies and procedures outlined in the *Australia Awards Scholarships Policy Handbook*.

Recipients should be made aware by the course provider that they will not be penalised for reporting welfare incidents. DFAT and AAI respect recipients' privacy, however in order to be assured that recipients are properly supported in times of crisis the disclosure of welfare incidents is required. Recipients agree when they sign their STA offer that personal information about themselves may be exchanged amongst a number of organisations, including AAI, Coffey as the managing contractor and the course provider, for the purpose of administration of the STA. AAI does not require full disclosure of all personal and sensitive details of a welfare incident, only enough information that is reasonably necessary to understand and assess any risk to the recipient and to be confident that they are being appropriately supported. AAI will not use or disclose the information for any other purpose.

Course providers are responsible for the management of welfare incidents on a case by case basis. In all cases it is expected that course providers will work with the recipient to establish a response or strategy to help them address the welfare incident and/or minimise

the ongoing effect of the incident on their studies and continue to monitor the welfare incident, keep up-to-date records and report regularly to AAI. Further guidance on the management of specific welfare issues is provided below.

### 6.3 Privacy

Recipients should be made aware by the course provider that they will not be penalised for reporting welfare incidents. DFAT and AAI respect recipients' privacy, however in order to be assured that recipients are properly supported in times of crisis the disclosure of welfare incidents is required. Recipients agree when they sign their STA offer that personal information about themselves may be exchanged amongst a number of organisations, including AAI and the course provider, for the purpose of administration of the STA.

AAI does not require full disclosure of all personal and sensitive details of a welfare incident, only enough information that is reasonably necessary to understand and assess any risk to the recipient and to be confident that they are being appropriately supported. AAI will not use or disclose the information for any other purpose.

### 6.4 Course providers responsibilities

Course providers are responsible for the management of welfare incidents on a case by case basis. In all cases it is expected that course providers will work with the recipient to establish a response or strategy to help them address the welfare incident and/or minimise the ongoing effect of the incident on their studies and continue to monitor the welfare incident, keep up-to-date records and report regularly to AAI. Further guidance on the management of specific welfare issues is provided below.

### 6.5 Conflict, harassment and bullying

In the scholarships context, harassment and bullying may be described as repeated and unreasonable behaviour directed towards a recipient, or a group of recipients, that creates a risk to physical or mental health, safety and well-being. It includes behaviour (generally a pattern of behaviour) that intimidates, offends, degrades or humiliates another recipient. Harassment and bullying could be sexual in nature, could be based on gender, race, religion or disability or could be unconnected to any particular characteristic of an individual.

In the event that an recipient is involved (in any capacity) in a serious interpersonal conflict, harassment, bullying or complaints, it is expected that course providers will ensure the safety and well-being of all recipients; facilitate the provision of support to the recipient which may include access to counselling services and manage the incident as per the course provider's standard conflict resolution and bullying and harassment policies. Further information about bullying and harassment, including information on strategies to deal with bullying and harassment, is available on the Australian Human Rights Commission's website.

### 6.6 Health issues and scheduled hospitalisations

Recipients may experience physical or mental health problems whilst they are on scholarship. Physical and mental health issues can significantly affect a recipient's ability to concentrate, focus, organise themselves and keep on track with their studies. If a recipient experiences a change in their physical health AAI expects that course providers will follow the instructions of this Guideline. In addition, it is expected that course providers will ensure

recipients are made aware of health and well-being facilities and services available at the institution. This expectation is the same for recipients facing mental health issues. Recipients facing mental health issues may also be assisted to access counselling services as required.

## 6.7 Death of a recipient's family member

The death of a family member is a traumatic event that may affect a recipient's capacity to successfully complete their studies. In the event that a recipient's family member dies, it is expected that course providers will facilitate the provision of support to a recipient, which may include access to counselling services. If a recipient is unable to continue with their studies, AAI may approve the early return of a recipient to Indonesia. This will be determined on a case by case basis. DFAT does not provide any additional financial support to recipients in the event that a family member dies overseas.

## 6.8 Pregnancy

A female recipient may discover she is pregnant whilst participating on the short course. In this event the course provider must provide assistance as per *Section 8.1* of this Guideline. It should be noted that the recipient will not be covered for obstetrical related services under the insurance policy whilst in Australia, if the pregnancy is deemed as a pre-existing medical condition.

## 6.9 Natural disasters in Indonesia

If a natural disaster affects, or is predicted to affect, Indonesia or a region of Indonesia, it is expected that course providers will provide appropriate support. This may include:

- access to counselling services
- altered study plans to allow the recipient to successfully manage their study load during a difficult time or
- early return to Indonesia when safe to do so
- if the affected recipient/s is to return to Indonesia within 14 days of a natural disaster, the course provider should contact AAI to confirm it is safe for the recipient to return
- if travel is restricted or considered unsafe AAI will contact the course provider as soon as possible so that this information can be passed on to the affected recipient/s. AAI will provide guidance on next steps in accordance with DFAT advice

## 7. Critical Incidents

DFAT and AAI's primary concern with any critical incident is the welfare of recipients. AAI expects course providers to respond to critical incidents effectively, professionally, and in strict adherence to the policies and procedures outlined in this Guideline. AAI understands that this Guideline will not cover every eventuality. The course provider is ultimately responsible for the management of recipients and is required to use its best judgement in response to any particular situation. AAI is to be advised of any deviation from this recommended Guideline in advance of any action taken.

A 'critical incident' is a clearly defined event or situation that may happen to a recipient while they are on-scholarship that adversely affects, or has the potential to adversely affect, an recipient's ability to successfully complete their scholarship.

The following events or situations are always critical incidents:

- any time that an recipient is missing (e.g. fails to attend any scheduled activity for one day without a pre-approved reason, leaves the group or fails to board scheduled transport)
- any suspected breach of Australian laws by a recipient, which results in the recipient being questioned, detained or charged with any criminal offence
- any incidence of gender violence involving a recipient as either as a victim or a perpetrator
- any time that a recipient is the victim of a crime in Australia
- a natural disaster in Australia that affects, or is predicted to affect, any accommodation or study location of the recipients
- any time that an recipient is admitted to hospital unexpectedly or in an emergency and;
- death of a recipient while they are on-award

### 7.1 Notification of critical incidents

Course Leaders must notify AAI immediately the course providers become aware of a critical incident. There is no exception to this requirement. Course Leaders/Course Coordinator must notify AAI (+62 21 527 7648 during business hours in Jakarta) and AAI's nominated STA manager by email as soon as possible within business hours when they become aware of any welfare incident that has the potential to affect a recipient's ability to successfully complete their short course. Out of office hours, notifications should be via a phone call to the Short Term Awards Manager or Short Term Awards Adviser's mobile followed by an email that clarifies all the relevant information.

Notification should include the participant's name, description of the event, participant's current state, support provided to date, and proposed next steps. Notification should not be delayed while course providers seek to fill information gaps. If key details are unclear or awaiting confirmation this should be highlighted as part of notification. After notifying AAI, the course provider is expected to create and maintain a critical incident report (see Appendix A). This report must be regularly updated until the incident is formally closed. The

course provider must be prepared to provide the report to AAI at short notice. Once an incident is formally closed the course provider must ensure the report is complete and submit this final version to AAI. AAI will report critical incidents to DFAT as per the policies and procedures outlined in the *Australia Awards Scholarships Policy Handbook*.

Responses to all critical incidents involving recipients are based on the following principles:

- support for the recipient: This may include medical, emotional, legal or financial support for the recipient
- protection of privacy: The privacy of the recipient should be respected. Only information that is reasonably relevant to supporting and managing the recipient should be collected, used or disclosed
- implementation of confidentiality procedure: information about the recipient from any party or organisation outside of Australian Government agencies must not be responded to
- Rule of Law: Consistency with the legal framework of the relevant State or Territory jurisdiction. All parties will endeavour to support the recipient and their family to understand the operation of laws

Further guidance on the management of specific critical incidents is provided below.

## 7.2 Recipients who are victims of, or charged with, a crime in Australia

In their immediate response, course providers shall:

- confirm the wellbeing, safety and whereabouts of the recipient
- ensure that the recipient is supported to access medical services, counselling and other support services as required
- ensure that the recipient is offered information regarding legal representation noting that DFAT does not fund legal assistance. This may be by the course provider itself or by third party such as staff at a University Law School, a pro-bono legal service, or Legal Aid
- facilitate the provision of any necessary additional support to recipient if directed by AAI

Longer term responses will be determined by DFAT. Recipients found guilty of a criminal offence in Australia will have their scholarship terminated. Recipients who are victims of crime may require additional support, which may include: providing the recipient referrals for counselling services if required; liaising with AAI if any other support is considered appropriate and; if necessary, discussing options such as altered study plans or tutoring to allow the recipient to successfully manage their study load during a difficult time. Recipients will not be entitled to financial compensation from the course provider, AAI or DFAT if they are victims of crime in Australia.

## 7.3 Unexpected or emergency hospitalisation of a recipient

Any instance where a recipient is admitted to hospital unexpectedly or in an emergency is a critical incident. This includes for example any time that:

- a recipient is injured and taken to hospital

- a recipient is taken to hospital without a referral
- a recipient is taken to hospital because of an unexpected health emergency or;
- a recipient has a pre-existing condition (or was already scheduled to attend hospital for tests or treatment) but their health condition changes and they are admitted to hospital earlier or unexpectedly.

If a recipient is admitted to hospital unexpectedly or in an emergency AAI expects that course providers will follow the guidelines provided in *Section 8.1*.

#### 7.4 Death of a recipient

If a recipient passes away, DFAT and AAI expect all parties to demonstrate appropriate cultural sensitivity, act with discretion and professionalism, and strictly comply with the additional responsibilities outlined in this section. The course provider should immediately notify AAI as per the notification procedures. AAI will notify the Australian Embassy in Jakarta accordingly, who will discuss repatriation arrangements with the next of kin.

If required, liaise with the Police and/or hospital about the circumstances of the death and keep AAI updated. Course providers shall not contact the relevant embassy or consulate directly in response to the death of a recipient without first notifying AAI. AAI will notify DFAT, who will facilitate any such discussions.

To ensure appropriate repatriation of a recipient's remains, course providers must, in consultation with AAI seek advice from the Diplomatic/Consular representative concerning the requirements for returning the body to Indonesia and enquire whether the Diplomatic/Consular representatives have a preferred provider of repatriation services and, if so, make the necessary arrangements with that provider if at all possible.

If costs are going to be incurred in arranging repatriation of remains course providers must:

- inform AAI in writing, in advance, of all arrangements and costs for approval by DFAT
- monitor costs and ensure that all costs being incurred are reasonable and appropriate
- liaise with AAI as costs are incurred
- submit separate invoices (outside of the contract budget) for approved costs by DFAT.

AAI will reimburse pre-approved costs by DFAT unless an insurance claim is pending following an accident. Course providers will make arrangements for return of the recipient's possessions as instructed by the next of kin.

DFAT will:

- liaise with and provide support to next of kin in-country
- relay the next of kin's wishes to the course provider
- assist with arrangements in Indonesia
- liaise with any nominating authorities and;
- pass on any information required by the course provider to carry out its obligations.



DFAT will liaise with Diplomatic/Consular representatives and prepare a letter of condolence to the next of kin.

## 7.5 Natural disasters in Australia

If a natural disaster affects, or is predicted to affect, the accommodation or study location of the recipients the following responsibilities apply. Course providers must consider the wellbeing of recipients as paramount. This includes ensuring affected individuals:

- have safe and secure accommodation
- have access to information regarding emergency relief funding where appropriate/available
- have access to counselling services
- are able to return to their studies with minimum disruption as appropriate.

The course provider must notify AAI immediately when it becomes aware of a natural disaster. The course provider must prepare a group critical incident report to DFAT noting:

- the number of affected recipients
- the status (e.g. health, wellbeing and location) of all recipients
- the anticipated disruption to the short course
- if there is prior warning of a natural disaster, what steps are being taken to ensure the welfare of affected recipients
- if at all possible, the report template should be used.

The course provider must continue to monitor the situation, keep up-to-date records of the natural disaster and its implications for recipients. The course provider must report regularly to AAI. If there is no prior warning and the natural disaster affects electricity or telecommunications infrastructure, AAI will accept non-standard notification. However, AAI expects the course provider to make contact with AAI as soon as possible.

## 8. Missing Participants in Australia

This guideline details the approach and procedures to be followed if a recipient leaves the group, defers from scheduled/known activities or fails to board scheduled transport in Australia. Albeit unlikely, there is a possibility that a recipient/s may over-stay their visa. Any such incident needs to be treated with caution and sensitivity. When accepting their Award, recipients agree to attend the short course; undertake and complete their scholarship within the stipulated course start and end dates; abide by the conditions of their visa and; return home on completion of the Award. Non-compliance with these conditions may result in termination of the Award by DFAT and issuance of a Debt to the Commonwealth up to the value of their award. Recipients that remain in Australia without the support of DFAT may be reported to the Department of Immigration and Border Protection (DIBP).

### 8.1 Indications of intention to leave

The course provider or their staff may become aware that a recipient is contemplating leaving the course and not returning to Indonesia. At this stage, the course provider must immediately inform AAI. It may also be appropriate for the course provider to raise the concern with the recipient although this needs to be done with care and tact. It is not appropriate, where such an indication is received or made in confidence, to discuss the situation with other recipients. However, in reality, where a recipient is openly making such plans it is likely that the other recipients may already be aware of the situation. Any information volunteered by other recipients should be shared with AAI. The most suitable person to raise the concern with a recipient is the Welfare Officer, who is in the appropriate position to remind recipients of their award conditions and provide realistic counsel. Of course, the Welfare Officer may not assist with any such planning, nor should they provide supportive advice or encouragement.

### 8.2 Dissuading “over-stayers”

Having a recipient leave or over-stay a short course is not in the best interests of AAI. Course providers are expected to discourage any over-staying and encourage all recipients to return to Indonesia at the conclusion of the course. Where it becomes clear that such action is being considered, the Welfare Officer should broach the issue with the recipient. This discussion should be in private and treated confidentially. The Welfare Officer should remind the recipient of their scholarship conditions and the potential consequences of their actions including termination of their scholarship, issuance of a Debt to the Commonwealth and notification of the DIBP. Please note, recipients may be in contact with Indonesians already resident in Australia, and in this situation these people may be encouraging the recipient to consider over-staying. The advice that they give may be rather optimistic, in terms of job prospects, permanent residency and accommodation. In the discussion with the recipient, the Welfare Officer may be able to give a more realistic view.

### 8.3 Limitations to any action

While it is reasonable for recipients to be given realistic advice in the circumstances above, course providers need to take care to avoid taking any stronger steps to dissuade a recipient from such action. Where it is suspected that a recipient intends to leave the course

or not return to Indonesia it is not appropriate to take steps such as holding his/her passport, making or implying threats or denying the recipient their rights in any way. Where a recipient leaves the course or fails to board a flight, the course provider will not provide any information on this recipient to any person or organisation outside of the Australian Government. This includes providing the name or any details about the recipient (including whereabouts and mobile phone number) to any other party.

#### 8.4 Actions to be taken if an incident occurs

These steps are to be followed by the course provider in the cases where a recipient fails to attend any scheduled activity for one day without a pre-approved reason; leaves the group or fails to board scheduled transport. It should not be assumed that a missing recipient has 'absconded' – they may have had an accident, fallen ill or been delayed. The first step is therefore to ask other recipients as to his/her whereabouts and movements. If it is not clear that they have left (e.g. luggage left behind, no indication of intention to leave) then it should be treated as a disappearance and the usual checks of hospitals and a police report made. The course provider should try to contact the recipient's mobile phone and email account to seek updated information.

Any incident should be reported within an hour of identification by the course provider and in accordance with the critical incident notification procedures (see Section on Critical Incidents). Each case will be different and may require a different specific response. Whilst guidance can be provided by AAI based on its experience of contracting short course delivery, the course provider is responsible for managing the incident and is required to use their best judgement in response to any particular situation. AAI is to be advised of any deviation of guidance provided in this Guideline in advance of any action taken. AAI will report the incident to DFAT. DFAT will notify the necessary authorities (including DIBP) if and when required.

The course provider is expected not to respond to queries or request for information about the recipient from any party or organisation outside of Australian Government agencies; not to issue any further allowances for the missing recipient; keep checking on recipient's whereabouts and safety until the group boards the schedule transport to Indonesia; and stay in touch with AAI.

## 9. Alumni Engagement

Upon completion of an STA, participants will become members of the Australia Awards Global Alumni Network and the AAI alumni network. Awardees' biographical information will be included in the Australia Awards Alumni database. Alumni are strongly encouraged to take part in post-award monitoring and evaluation activities.

In 2016 the Australian Embassy in Jakarta launched the Alumni Engagement Strategy for Indonesia 2016-2020. This strategy is a fully-funded country-specific operationalisation of the new DFAT Global Alumni Strategy. The Global Strategy signals a new phase in public diplomacy that firmly acknowledges the roles that those with an Australian education experience can play for Australia.

The Strategy moves beyond previous efforts to solely engage recipients of Australia Awards scholarships. The Strategy now defines Alumni to also include participants of the many different access paths to Australian education programs, i.e. those who self-fund their study, recipients of Indonesian government scholarships and Australian government-funded short course awards. In doing so, DFAT estimates that the number of alumni to who will be embraced under the new Strategy will expand tenfold to over 80,000.

The Strategy's goals are to:

- Enable more Indonesians to access world class Australian-education services
- Strengthen the ability of businesses and investors to be successful, to grow the economies of both countries
- Develop a network of active alumni champions and advocates to promote better understanding between Indonesians and Australians to encourage people-to-people links

This initiative takes a targeted approach to engagement. Resources will be devoted to developing professional circles of alumni in a number of specific areas. These are mining and energy, food and agriculture, banking and finance, creative economy, Islamic scholars and women in leadership. Activities for these groups will emerge over the period of the strategy in a staggered way. An additional group of educational Champions will also be formed to assist with the promotion of Australia's education capacity across Indonesia. Furthermore, efforts will be made to provide new alumni with timely support and connection upon their return home.

One of the key aims is to augment the good work that alumni do at central and regional level with their own organisations and communities. The interest-led nature of alumni professional circles will also provide local alumni with networks directly applicable to their professional interests and assist in increasing affinity and ongoing involvement. An Australian Alumni Indonesia LinkedIn group was launched in March 2016. The LinkedIn group will extend engagement beyond existing Facebook groups and connect the more than 10,000 alumni with LinkedIn profiles.

# 10. Monitoring and evaluation and course reporting

The course provider is expected to monitor and evaluate the outcomes and outputs of the STA in line with AAI's monitoring and evaluation (M&E) frameworks and tools. The course provider is expected to include all M&E data, analysis and lessons learned in the completion report submitted to AAI within four weeks after the completion of the post-course workshop.

AAI provides the course delivery organisation with a **final report template** and **two survey forms** (one single MS Word document). The course provider is expected to report against the findings of the survey in the completion report. The first survey is conducted at the end of the in-Australia phase and the second one is conducted at the end of the post-course workshop in Indonesia. The course provider will submit the results of the first survey to AAI within four weeks of the completion of the in-Australia course and the post-course survey results within four weeks of the completion of the post-course workshop. The course provider is also expected to report on the unexpected findings of other areas key to AAI, including the participants' view of Australia.

Course provider may deliver a pre and post-course **test** to test the participants' subject knowledge in the specific course topics and to measure the development of the participants' knowledge. The course provider is encouraged to seek AAI's approval for any additional monitoring and evaluation initiatives.

The course provider is expected to systematically collect **anecdotal evidence** from the participants, expert presenters and site visit hosts about the outcome of the sessions, site visits and the course overall. The course participants are also asked to share their stories and experiences with the course leader/coordinator either via email or online submission. The course provider will include these **testimonials** in the completion report. AAI does not provide a template for the collection of testimonials; however, the areas AAI is most interested are the participants' personal opinions about their development of technical knowledge, linkages with other participants, Australians and Australian organisations, and the participants' view of Australia. Furthermore, **Award Projects** are used as a monitoring and evaluation tool to assess the participants' engagement and achievements.

AAI may undertake **monitoring and evaluation visits** during course delivery in Australia. This will usually involve observation of course activities, review of course program and resources and discussion about any operational/contractual matters as appropriate with the recipients and the course provider. It is possible that the evaluation visit at the end of the course will involve, in addition to the above, a group discussion (with no course provider personnel present) with the recipients to get feedback on the quality of course delivery and support services. The date and time will be negotiated with the course provider. In addition to monitoring visits, the Short Course Manager and Adviser take part in **social media** discussions and communicate regularly with the course provider and course participants' to discuss and monitor progress, address any issues and make any necessary forward plans or amendments.

## Appendix A

<b>NAME OF SHORT COURSE RECIPIENT:</b>	<b>GENDER:</b>
<b>COURSE PROVIDER:</b>	
<b>COURSE START DATE:</b> <b>COURSE END DATE:</b>	<b>COURSE OF STUDY:</b>
<b>SUMMARY OF INCIDENT:</b>	
<b>CHRONOLOGY OF EVENTS:</b>	
<b>RECORD OF ANY MEDIA INTEREST/REPORTING:</b>	
<b>COSTS INCURRED:</b>	
<b>KEY CONTACT:</b>	<b>DATE:</b>
<b>KEY CONTACT:</b>	<b>DATE:</b>



