

# Billeting Policy and Procedures

## 1. Billeting Policy & Procedure

- All enquiries from visiting volunteer & stakeholders to be directed to HHUG managing coordinator for the EWB / HHUG partnership
- The requirements and specific needs of the visiting volunteers will be provided to the HHUG managing coordinator via the submission of this **VOLUNTEER / STAKEHOLDER BILLETING GUEST INFORMATION FORM** a minimum 14 days prior to required accommodation.
- The HHUG managing coordinator will ensure all requirements can be met by the host prior to the visiting volunteers' arrival.

## 2. Billeting Policy & Procedure

- HHUG values the safety of its volunteer & stakeholder guests and hosts above all else. We want to ensure that our organisation upholds the highest standards in providing a safe, secure environment for visiting guests and their hosts.
- The HHUG managing coordinator is responsible for finding and allocating host accommodation for our visiting volunteer/stakeholder guests.
- Each host must complete the **BILLETING HOST EXPRESSION OF INTEREST INFORMATION FORM** (see form at [www.hhug.org.au](http://www.hhug.org.au)) which will be submitted to the HHUG managing coordinator.
- Each visiting volunteer/stakeholder must complete this **VOLUNTEER / STAKEHOLDER BILLETING GUEST INFORMATION FORM** a minimum 14 days prior to required accommodation which will be submitted to the HHUG managing coordinator.
- The HHUG managing coordinator, in discussion with billeting hosts and guests, will organise a billeting match, in accordance with the hosting and billeting guidelines which is a good fit for the respective needs and requirements of both parties.
- Where possible the HHUG managing coordinator will try to match all guests who are part of a visiting a single working group with a single billeting host.
- A guest will not be expected to share a bedroom with anyone except if they consent to sharing a bedroom with those in their volunteer/stakeholder working group, and there are the required separate beds provided for each person.
- The billeting guests and the hosts will complete emergency contact details section of their respective forms \*see final section of this form above.
- The HHUG managing coordinator will ensure that the billeting guests and the billeting hosts receive a copy of each others emergency contact details.

Policy: Child Protection	Policy Owner: Holding Hands Under Ground	Policy No: HHUG-POL-001
--------------------------	--	-------------------------

**The host will receive the following information from the HHUG managing coordinator:**

- Guest(s) name and contact number
- Visiting organisation contact and phone number
- HHUG managing coordinator contact details
- Guest(s) emergency contact details
- Any special needs of the guest(s) they will billet including: illnesses, medication, dietary requirements
- A copy of the Billeting Host and Billeting Guest guidelines below see 2.1 and 2.2

**The visiting volunteer / stakeholder guest will receive the following from the HHUG managing coordinator:**

- Host accommodation name and details including all contact numbers
- HHUG Managing Coordinator contact details
- Billeting hosts emergency contact details
  
- Accommodation access details
- A copy of the Billeting Host and Billed Guest guidelines below see 2.1 and 2.2

## 2.1 Guidelines for Billeting Hosts

Thank you for your expression of interest to provide accommodation to a visiting volunteer/stakeholder for our HHUG and EWB partnership to provide engineer support to the Northern Rivers region flood recovery! HHUG values the safety of our hosts, volunteers & stakeholders above all else - we want to ensure that our organisation upholds the highest standards in providing a safe, secure environment for visiting volunteers & stakeholders and billeting hosts. Here are some guidelines to help ensure a successful experience for all:

Accommodation provided must include the following:

- Private clean dwelling/house/accommodation with access to all amenities for billeted guests (guests may be housed together)
- Access to basic cooking facilities
- Access to free parking
- Access to WI-FI in the provided accommodation

Policy: Child Protection	Policy Owner: Holding Hands Under Ground	Policy No: HHUG-POL-001
--------------------------	--	-------------------------

#### HOSTS ARE EXPECTED TO:

- Abide by and uphold HHUG's Code of Conduct, Preventing Sexual Exploitation, Abuse and Harassment Policy & Billeting Policies & Procedures. View here [www.hhug.org.au/hhug-policies](http://www.hhug.org.au/hhug-policies)
- Provide a safe & quiet environment
- Give the guest privacy and not disturb them outside of working hours
- Provide a wholesome dinner and breakfast for the billet
- Provide a compendium of accommodation specific information
- If you have any questions or concerns, please contact the HHUG managing coordinator (see emergency information card).

## 2.2 Guidelines for Billeted guests

- Abide by and uphold HHUG's Code of Conduct, Preventing Sexual Exploitation, Abuse and Harassment Policy & Billeting Policies & Procedures. View here [www.hhug.org.au/hhug-policies](http://www.hhug.org.au/hhug-policies)
- When billeted in someone's home be always polite and courteous.
- Read the compendium provided at each accommodation (It is specific to each location).
- No illicit drugs
- If you are a smoker, only smoke in designated outdoor areas
- Only billeted guests are to be in the accommodation at any time
- Leave the accommodation in a tidy manner as it was when you arrived

## 2.3 Personal and Property Damage and Security Indemnity

- Whilst all Billeting Hosts and Billeting Guests are required to follow HHUG's Billeting Policy and Procedures, Code of Conduct and Preventing Sexual Exploitation, Abuse and Harassment Policies, view [www.hhug.org.au/hhug-policies](http://www.hhug.org.au/hhug-policies), HHUG accepts no liability for breach of these Policies.
- Billeting Hosts and Billeting Guests acknowledge that volunteering to Billet Guests and choosing to stay with a Billeting Host is at their own risk and hereby indemnify HHUG, its sponsors, its partners, its contractors, its volunteers and its agents against loss, theft, harm or damage to person and property as a consequence of providing and or staying in Billeted accommodation under all circumstances.
- HHUG accepts no liability on behalf of Billeting Hosts or Billeting Guests for loss, theft, harm or damage to person and property as a consequence of providing or choosing to stay in Billeted accommodation under all circumstances.

Policy: Child Protection	Policy Owner: Holding Hands Under Ground	Policy No: HHUG-POL-001
--------------------------	--	-------------------------

### 3. Version Control.

**HHUG** will review and update this policy every three years, unless changes are required earlier, to ensure relevance and applicability.

	Updated By:	Reviewed By:	Approved By:	Next Review Date:
Person	HHUG Director Ella Rose Goninan	HHUG Director Luke Jaaniste	HHUG Board	
Date	25/06/2022	07/07/2022	12/07/2022	July 2025