

# Your Fiji Guide...



## A Step-by-Step Guide to Preparing For Volunteering in Fiji



# Welcome...

## To Your Essential Guide to the Fiji Islands!

We've made your Fiji Guide as clear and concise as possible to clearly map out every step of your preparation for joining the team in Fiji. You may feel like there are loads of things to do before departure, but fear not...if you follow our simple steps in the guide you will soon see that it's nice and easy.

In this guide you will find;

- Pg 3) The Checklist of all Checklists - For Everything!
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We've written a checklist of points on the next page and we have put these in order of priority. Tick each item as you go and you'll have everything covered well in advance, so all you'll have to worry about in the weeks before departure is where to celebrate your leaving party!

Remember to contact us if there is anything you would like us to explain in more detail. Simon, Tom, Nigel and the UK team are here to help you prepare for Fiji every step of the way, and we love doing so!

*Vinaka, The TP Team*

# The Checklist...

## THE Think Pacific Volunteer Checklist!

### o Social Media

Now you are a member of the TP community, it's important you are connected with what is happening across the islands. Please head to our social media channels and join the conversations. And, don't forget that your private Facebook group for your team will launch 3 months before project start date.

### o Check Your Passport

For your Visa and getting on and out of Fiji, your passport needs to have at least 6 months left when arriving into the country.

### o Flight Guide & Book Flights

Ensure you download our TP Flight Guide in your volunteer portal and get yourself a flight quote from our friends at STA travel.

### o Fundraising Guide

Grab yourself a cuppa, a note pad and pen then download the TP Fundraising Guide to learn about how you can follow the footsteps of others who have fundraised towards their project fee.

### o Pre-Departure Form

Once you have booked your flights, we require you to complete the online Pre-Departure to ensure we have vital personal info like any dietary requirements, medical info and flight times etc.

### o Final Payment

Your final payment is due 60 days before your project start date, but if you need a little more time don't stress, just let a member of the team know.

### o Purchase Travel Insurance

It's an absolute priority that you have comprehensive travel insurance. Please read the document within your volunteer portal.

# The Checklist... Continued

## o Book to See Your Doctor

Please get booked in for your vaccinations. Download the TP Essential Travel Guide in your portal for all the info.

## o Shop For Your Kit

Please ensure you download the TP Kit List from your volunteer portal and watch the dress code video before you start shopping.

## o Visa

Photocopy your passport photo-page and print a copy of your flight itinerary. \$180FD in cash for day 2 on project. Please watch the visa video in your portal.

## o Contact Your Bank

Call your bank or let them know via online banking that you will be heading to Fiji and that you may be taking cash out in the country.

## o Time to Pack

Time to be ruthless!! Take the essentials, such as first aid items, but be tough when it comes to bulky items and luxuries.

## o Emergency Contact

Make your family members aware that in case of emergency, they can contact Think Pacific on 07719303200. Please note that this is for EMERGENCIES only.

## o See You in Fiji!

If you're arriving into Fiji in the morning of your project start date, then our expedition leaders will be there to meet you. If you plan to arrive into Fiji earlier than this, our leaders shall meet you at Smugglers Cove resort at 6pm on the evening before your project starts.



# TP Vision, Mission & Values



As a Volunteer what your are striving to achieve



## Our Vision

Inspire young leaders, positively impacting local and global challenges.

## Our Mission

Empowering Fijian youths to achieve the goals of the Fiji National Development Plan. Through the highest standard of ethical volunteering.

## Our Core Beliefs

### 1. Partnerships

Collaborations at all levels of planning, preparation and implementation.

### 2. Learning

Emphasis on learning and understanding, before contributing.

### 3. Focus

Only Fiji. Our focus upon Fiji creates meaningful relationships and specific local outcomes.



# Think Pacific Values

These are the values we ask every staff member & volunteer to live by...

- 1. Passion** - Drive the success of TP's vision, mission and development.
- 2. Mindset** - Always be a positive role model by seeking solutions and outcomes.
- 3. Resilience** - Can achieve goals and motivate others, despite new and challenging environments.
- 4. Humility** - Be humble, respectful and mindful in all that we do.
- 5. Accountability** - Always take responsibility for our energy, impact and standards.
- 6. Collaboration** - Value working together. Always champion & support others.
- 7. Aspiration** - Always aspiring to improve, become better and achieve more.

# Important Fiji Life Info



## Communication on Project

There are Vodafone and Digicel masts in Fiji and mobile (cell phone) reception is available in all tourist areas and more limited reception is available within the rural villages. During your volunteer project, you may need to walk a short distance from the village to find the best reception but we find this is enough to make the occasional (for example weekly) call home. A Fijian mobile/cell phone can be bought in Fiji on day one of your expedition or you can bring an unlocked phone to Fiji.

Budget approximately £30 if you wish to purchase a mobile and Fijian sim card. Telecards can also be bought on day one of the itinerary to make use of solar powered land line telephones in the village. There will be no access to internet during the volunteer project. Internet access is however available during the briefing and R&R phase of the project.

## Spending Money

All accommodations, in country travel and food (apart from some lunches at resorts at the end) and excursions on your itinerary are included in your expedition fee.

Average spending money for extra drinks, souvenirs, items of personal nature and some lunches on the R&R stage is approximately £200 during a 1 month expedition and approximately £250- £300 for a 2 - 3 month expedition.

The currency in Fiji is the Fiji Dollar. It is not necessary to take Fijian dollars with you as you can withdraw money easily within Fiji using cash machines in the towns, resorts and at the airport. It is best to simply take a debit card or a credit card.

Many resorts also accept card payments. We always ensure there is opportunity for you to withdraw money during the expedition. Please advise your bank that you will be traveling to Fiji on the project dates to avoid your card being blocked overseas.

### *TP Tip...*

*Travelers cheques and also 'pre-paid charge cards' are not advisable within Fiji.*

# Important Fiji Life Info

## Continued

### Electricity

During your project you can charge items such as your mobile phone or digital camera using generators in the village. Electricity is limited and these may be on for just a few hours a week but plenty to charge small electrical items.

Fiji has three pin power outlets, identical to Australia and New Zealand and an Australian travel adapter is required. It is a good idea to also bring a power surge adapter to prevent electrical items from damage, which can occur from fluctuating voltage from the generators.

### Climate

Fiji enjoy a South Sea Tropical Climate and is very warm all year, with temperatures averaging 28 degrees Celsius. Fiji's 'wet season' or 'summer' is from November to April. This time of year receives the heaviest rainfall but also the hottest temperatures. The official 'dry season' or

'Fijian winter' is from May to October, when there is usually less rainfall, lower humidity and slightly milder temperatures. Whichever time of year you are visiting Fiji, always prepare for high temperatures and pack high factor suntan lotion. It is also essential to prepare for tropical rain showers and ensure to pack a light weight but very good quality rain coat. We organise expeditions year round and do not advise a particular time of year to travel to Fiji as we find that the weather can fluctuate.

### Additional Activities

The sky dive is particularly popular and can be organised during the final few days in Fiji. Approximate costs for Sky diving is £300 - £350, dependent on height jumped and extras (DVD, photos etc.) Please note that these activities are not organised by Think Pacific or part of the itinerary itself.



# Keeping Healthy & Safe on Project!



## Preventing Infections & Illnesses

- The villages in Fiji are very rural and consequently, the conditions are very basic. Adapting to the conditions is far easier if you take simple but important measures to stay healthy.
- In the heat and humidity of the tropics, simple cuts, scrapes and mosquito bites can become infected very quickly. The key to staying healthy in your Fijian villages is pure and simple: Take extra care with regards to sanitation and looking after cuts and bites.
- For any cut - immediately clean, apply anti-septic and cover the area. Continue to keep cuts clean – and do not swim in the sea or bathe in the river with cuts.
- Bites can easily become infected and cause itching and discomfort. Use mosquito sprays liberally and wear long sleeved clothes to bed. There is no malaria in Fiji but mosquito bites can naturally cause discomfort.
- Keep hydrated, drink regularly throughout the day – it is vital to drink plenty of water in Fiji. Carry a water bottle with you during the day. Being de-hydrated is the major cause of volunteers suffering from stomach infections and diarrhoea. Thirst is a sign of dehydration; don't wait for it to happen during the project.
- Sanitation is poor and can lead to illness if you do not keep yourself clean and use sanitising hand gel regularly.
- Wash your hands regularly, especially after touching foreign plants or fishing.
- Keep safe in the sun. Use a high-factor sun cream (factor 15 or above) and keep covered up during the day.
- **For Island Expeditions only** (not Highland)...Reef shoes (aqua shoes or surf boots) are strongly recommended. Alternatively please take a spare pair of old trainers to wear in water).

# General Health & Safety Advice



- Always wear life jackets for any boat journey.
- If you suffer any health problems before departure or you are prescribed any medication prior to leaving, it is essential that you fully advise Think Pacific and your insurance company.
- For any prescribed medication ensure you have a letter signed by your doctor identifying and explaining what the medication is and why it is needed.
- If you have any questions or there is anything you don't understand, always ask our leaders.
- Behave respectfully and responsibly and respect our Code of Conduct at all times.
- Don't openly display money or leave this lying around the community.
- You are not permitted to drink alcohol within any Fijian village. At the resorts, only ever drink alcohol in moderation. Drugs will not be tolerated.



## Vaccinations

Please ensure to visit your local health centre as soon as possible once your place is confirmed to have the essential vaccinations for Fiji, which are: **Hepitats A & Typhiod.**

## Essential First Aid Kit

Please refer to the TP Kit List and ensure you have the essential items.

# Support in Fiji

Your health and well-being is our major priority. Think Pacific's expedition leaders are there to support you 24/7. Please be pro-active and advise our staff if you have any health concerns at all. If you wish to see a doctor, we can assist to arrange this. Think Pacific undertake thorough risk assessments for all our expeditions. We encourage you to play an active part in assessing potential risks and understanding why prevention measures are taken. If your family wish to contact Think Pacific in an emergency the number is 07719303200. Please note that any costs associated with transport to see a doctor or any medical costs themselves must be paid by you locally in Fiji and are not part of the expedition fee.

## PPP (Personal Project Planning)

Every week in the village you will have a PPP. This is a scheduled one-to-one meeting with one of your expedition leaders. This is time to discuss your role in the village and for us to help you to get the most from your experience. PPP's are a great chance for you to speak in confidence about anything that may be troubling you as you adjust to life in the Fijian community. Please don't ever be shy in advising us of any concerns, especially with regards to your health.





# Village Life

## The Kaiviti Way

In the following pages we give you an insight into what it will be like to join a traditional village, how to properly observe Fijian customs and what to expect on a typical day.

Always keep the following advice in mind; although you are volunteering and assisting the community, you are still a guest. Never force your views, opinions and your own way of life upon your hosts.

You will be a much wiser and more respectful volunteer if you take time to understand the local culture. Once you arrive in Fiji, immerse yourself in every aspect of life. Take an active interest in local customs, values, religious beliefs, stories and age old legends and if things work differently than they do at home, give thanks, it's why you have come!





# Back to Basics Lifestyle

Conditions in a Fijian village are very basic. Please be prepared for simple and tough lifestyle, with cold bucket showers located a short walk away from your home and basic toilet facilities.



You will undoubtedly feel a sense of culture shock in your first week in Fiji. The lifestyle will be a challenge and the unfamiliar surroundings can leave you feeling a world away from home. It is completely normal to feel uncomfortable and out of your depth for the first few days. Don't be disheartened, keep smiling and keep throwing yourself into the experience and the different customs and daily activities.

Trust us when we say that there really is nothing like a Fijian village. You may struggle with different aspects of life to start with, but by the end of the project we find our volunteers look back upon the challenges with so much pride. Volunteering in Fiji just wouldn't be the life-changing experience it is, without having the tough times and culture shock to begin with. By the end of your project you will feel as though the community is now like a family to you. It is this transformation from feeling homesick at first, to feeling part of the Fijian community by the end that our volunteers come to cherish most from their project.



## Your Home in Fiji

Joining a traditional Fijian village is the most exciting aspect of our project! But with such a different culture, customs and way of life, it can naturally be a daunting prospect also. We encourage you to fully immerse into traditional life and make the most of this unique experience. Few people will ever have the chance to visit the community you are about to become a part of and by the end you will feel like this is your home.

During the project, you will stay with a Fijian family in the village. You always live together in pairs or threes with other female volunteers and male volunteers. Accommodations are small, one-story wooden and tin structures. Traditional *Bures* (grass huts) are still used, but they are rare in Fijian villages today. Most volunteers will sleep on a mattress on the floor with space to hang their mosquito net above them.

## Village Houses

Houses are small - often with just one room which is a communal space. Thin curtains divide your bedroom and the rest of the family, who will usually sleep on the floor. Please be prepared for this lack of space and privacy. Fijians really do live together closely. Your house is essentially just a place to sleep and daily life takes place within the village setting, with toilets, showers and often cooking facilities being outside. Living communally is the Fijian nature and although strange to get used to at first, this way of life is often one of the highlights for our volunteers. The Fijian families will treat you as one of their family and expect you to call them 'mum' and 'dad'. If you are lucky, you may also live with a family who has children. Children in the village are always so intrigued by the arrival of our volunteers!

## Fijian People

Fijians are some of the nicest and welcoming people you can ever hope to meet. They are generally reserved and conservative by nature, but at the same time intrigued by other people and excited by visitors. Fijians are also incredibly funny and the sound of high pitched laughter resonates throughout Fijian homes. Although often very softly spoken, Fijians love to socialise and village doors are seldom closed. Our biggest tip is to make a real effort to be sociable, fun and to speak to everyone in the community. Walk from door to door to say Bula! Be chatty, share stories with everyone, tell some jokes and show the locals some cheesy dance moves at the evening parties – You'll be the star of the island and the Fijians will love you for it!

# Fijian Food



Food is very carbohydrate heavy, so expect lots of root crops such as dalo and cassava. Fijians eat lots of fish and most meals will consist of fresh fish (usually served with the head on) local vegetables and rice. Please be prepared that there is not a great variety of food and meals can be repetitive, heavy and basic. There is often limited fruit in the villages, so it is a good idea to supplement your diet with multi vitamin tablets. If you feel you may take time to adjust to the basic diet, you may wish to bring energy bars from home to supplement your diet in the first couple of days. In rural villages, farming and fishing is a means of daily existence and the communities work extremely hard to grow, prepare and provide volunteers with their meals.

Please be very sensitive to our host families. We advise to try all foods offered as this is part of the experience of immersing into Fijian life. If you eat all the foods on offer then you will achieve a good balanced diet. The food can feel quite repetitive very quickly whilst on project, try to remember it is only for a few weeks and the experience is about living in a true Fijian way!

If you are struggling at all with the food, don't hesitate to speak to our leaders for advice. Think Pacific fund each hosting village, so that our teams are absolutely no burden on the local resources. However, it is important from a cultural experience and also your integration that our teams eat traditional foods and we ask the villagers to keep the meals traditionally Fijian.

You will eat with your own Fijian family and they will provide all of your meals in the community. Please be prepared that portion sizes can be very large! Indian curries, rice, dahl and roti are common due to influences from the large Indo-Fijian communities in Fiji. Fried foods are becoming more and more common in villages. Fijians also have a very sweet tooth, and love to eat cakes and sugary tea.

Fijians will eat seated on a mat on the floor, and will eat with their fingers rather than knives and forks. There may often be many different people at your home for lunch and dinner. In Fiji it is custom to invite anyone who is passing into the home to eat. Always remember that prayers will be said before you start to eat. The whole village comes together during celebrations and ceremonies to cook and enjoy communal feasts, this is a common on Sunday after church services.



# Traditional dress code

Fijians are very conservative in their dress. For female volunteers: shoulders and knees must be covered. Female volunteers are not allowed to wear trousers, vest tops or shorts that rise above the knee. During your time in the village we request our volunteers respect this traditional and strict dress code.

Both men women will wear a sulu (sarong) most days, which will be provided to you in Fiji. In addition Men will wear a 'pocket sulu' and women a Fijian Dress for formal occasions and for teaching (We ensure there is time for you to buy a Fijian dress / Pocket sulu on day one of the expedition).



## Language

The majority of Fijians speak both Fijian and English. There may be some language barrier with pronunciation, but as long as you talk slowly and clearly in English there is little difficulty understanding the majority of the community. Fijians will often talk in native Fijian at home and there may be periods where you will need to open up the conversation and ask questions, at which point everyone will switch to speaking in English. Young children and some elderly members of the community may not speak any English at all and it's great to learn a few Fijian words as early as you can. Ask your families to teach you a little Fijian they will be excited and honored to do so. The more you learn, the more the Fijians will encourage you and delight in your attempts to speak in Fijian!

## Kere kere

The Fijian custom of kerekere can best be described as 'unconditional giving'. Fijians are used to living without personal belongings and their culture is based on sharing all goods. Consequently people may ask you for things – from a t-shirt to your iPod. If you do not want to give an item, merely say that you cannot do without it, but be sensitive to people's lack of material goods. Similarly, be careful not to admire anything in the Fijian home too closely, as your hosts may feel obliged out of 'kere kere' to give it to you!



# Kava

Yaqona, otherwise known as 'kava' or 'grog', is a ceremonial drink. It is extremely important in Fijian culture. It is a tranquilizing, non-alcoholic liquid that numbs the tongue and lips and comes from the *waka* (dried root) of the root of *Piper methysticum* (of the pepper plant family). The ceremonial preparation of kava is the most honoured feature of traditional life of Fijians. It is performed with the utmost gravity according to a sacramental ritual to mark births, marriages, deaths and official visits. In olden days it was used by chiefs and priests only. Today, yaqona is part of daily life and 'grog ceremonies' are used for welcoming and bonding with visitors, for storytelling sessions or merely for passing time.

There are certain protocols to be followed at a kava ceremony. Clap once when the cupbearer offers you the bilo (Fijian cup) then take it in both hands and say "bula" before drinking. Clap three times when you have drunk the liquid. It is custom to drink all the kava in one go. You are not obligated to drink every bilo offered to you, but it is polite to drink at least the first. The drink will be shared until the tanoa is empty. It is extremely bad manners to turn your back on the chief during the kava ceremony, to walk in front of the circle of people when entering or leaving, or to step over the long cord attached to the tanoa.

## Traditional activities

Fijians farm together, maintaining crop plantations which feed the whole village. They fish together, later dividing their catch, and they all help in communal activities such as the building of homes. This extended family unit acts as a 'safety net'. Families will come together in the evenings to play cards, strum the guitar, and talk around the kava bowl as they enjoy evenings drinking yaqona in the community hall or on a mat outside. We encourage you to be fully involved in all aspects, from spear fishing on the reefs at night to learning how to cook Fijian food and enjoying evenings together drinking kava, weaving mats, making coconut necklaces and building 'lovo' underground earth ovens as examples of traditional activities.



# Fijian Customs



There are lots of traditional protocols and etiquettes in Fijian life. By learning a few of these customs, it will ensure you make a great impression from the moment you arrive. Here is your chance to really impress and to immerse into the Fijian village!

- Always take off your footwear (including flip flops) before entering any house, community hall or church.
- Always dress modestly in the village. For women, this means shoulders and knees should be covered at all times in the village, including when swimming in the creeks or sea, and when walking on the beach.
- Politeness is central to Fijian society. Never rush past someone without saying hello. Even if you do not know them say "bula" (hello) or "yadra" (good morning). You need not do this in large towns, but you should in any village and rural island.
- You should remove your hat or cap when walking through the village, and objects such as backpacks, handbags, towels and cameras etc should be carried in your hands rather than over the shoulder.
- Fijians consider it offensive to walk in front of a person seated on the floor, if you do need to pass someone who is seated please try to pass behind then and repeatedly say "tulou" (excuse me) softly.
- Sitting with your legs stretched out in front of you or with your knees up during grog ceremonies, meetings or when eating dinner is viewed as disrespectful. Whilst drinking Kava, you must ask permission to stretch your legs and never point them at anyone or at the tanoa (kava bowl). When drinking grog, men will sit cross-legged, whilst women will sit with their feet to the side.
- Fijians regard the head as sacred so it's advisable not to touch another person's head, especially children.
- It is extremely rare to see any public display of affection between men and women in Fijian society - even holding hands, kissing or cuddling. This would cause immense embarrassment for local people so we ask all volunteers to be very mindful of this.
- If offered kava (*yaqona*), clap once with cupped hands, take the bowl, say *bula*, and drink it all in one gulp. Then hand the bowl back to the same person and clap three times saying *vinaka* (thank you).
- When sharing a meal, please remember to wait until grace has been said before eating.
- Remember, a Fijian village is a very peaceful place. Please refrain from shouting.

# Your Daily Itinerary



## Monday - Friday on Project

**7am** - Wake up and time for a cold water shower.

**7.15am** - Breakfast with your Fijian family

**8am** - Team briefing by the leaders to discuss the day's objectives.

**9am** - Work with local youth group on a range of different projects from Sports Development, Public Health, Mental Health, Life Skills, Enterprise & Leadership.

**12pm** - Lunch time.

**1pm** - Youth projects continue.

**3.30pm** - *After School Clubs* - Work with school students across sports, arts, dance, drama or homework clubs.

**5.30pm** - *De-brief* - Leaders and the team review the days' volunteering projects.

**6.30pm** - Dinner with your Fijian family.

**8pm** - Cultural & Team Activities such as mat weaving, bilo making, grog parties, music nights and quiz nights.

## Saturday

We plan kid's clubs for the children on Saturday's, this is your chance to coach additional sports, plan a dance, arts or photography competition or throw a huge fun day for the children with face paints and fun games

## Sunday

To Fijian people, the Sabbath day is an integral part of local life. Attending Fijian church is a wonderful experience; not least for showcasing local people's amazing singing voices! However, we understand that you may not wish to take part. It's a great day to kick back and rest and look forward to the hard work and adventures of the week to come!

# Fijian Language

## Learn The Basics



English is the official national language of Fiji. Lessons in schools are taught in English and the majority of Fijians, even those living in the traditional villages, will have a very good grasp of the English language. However, Fijian is still the main language within the traditional village homes. We therefore encourage you to learn as much Fijian as possible during your project. Any attempts you make to speak Fijian words will be warmly and enthusiastically appreciated by the local people! *Kua Ni Madua!* (Don't be shy!).

## Pronunciation!

### Vowels

The five Fijian vowels are pronounced as follows;

"a" is "ah" as in father

"e" as in "bet"

"i" as in "machine"

"o" as in "more"

"u" as in "flute"

### Consonants

Most of the consonants are similar, but there are some differences. The letters b, d and q are pronounced with a nasal sound in front of them and r is rolled or trilled, as in Spanish.

"b" is "mb" as in bamboo. You'll hear "bula" or "hello" many times. You may notice the slight humming "m", almost silent at the beginning

"c" is "th" as in "this". So "moce" meaning goodbye is pronounced "moe-they".

"d" is "nd" as in candy (upon arriving in Fiji, you'll soon realise that 'Nadi' is pronounced 'Nandi')

"g" is "ng" as in singer.

"j" as the 'ch' in 'charm'

"q" is "ngg" as in finger. The island of Beqa is pronounced "Mbeng-gah".

"t" is often pronounced 'ch' before 'i'

### Further reading

The villagers (and especially the Fijian kids!) will delight in teaching you their language during your project. For anyone who is especially keen to impress the Fijians upon arrival, then The Lonely Planet Fijian Phrase Book (Lonely Planet Publications Ltd, 2006) is a great source of information.



# Some useful Fijian words and phrases

Hello - Bula (mboola)

Goodbye - Ni sa moce (nee sa mo-they)

Good morning - Ni sa yadra (nee sa yandra)

Yes - Io (ee-oh)

No - Sega (senga)

Please - Yalo vinaka (yalo vee-nahka) Excuse me - Tolou (too low)

Thank you - Vinaka (vee-nahka)

House - Vale/bure (valey/mburey)

Toilet - Vale lailai (valey lie lie)

Village - Koro (ko ro)

Church - Vale ni lotu (vah-ley need lohtoo)

Shop - Sitoa (seetoah)

Drink - Gunu (goo noo)

Quickly - Vaka totolo (vaka toe-toe-lo) Slowly

- Vaka malua (vaka mar lua)

A little/small - Vaka lailai (vaka lie lie)

A lot/great Vaka levu (vaka lev-oo)

Work - cakacaka - (thaka-thaka)

Cup - bilo - (bee-low)

Eat - kana - (kahna)

Fish - ika - (ee-kah)

Food - kakana - (kakahna)

Happy, satisfied - marau - (mah-rau)

Kava - yaqona - (yang-go-nah)

Kava bowl - tanoa - (tah-noah)

Today - nikua - (nickuah)

Tomorrow - ni mataka - (ni mahtahka)

Yesterday - nanao - (na-noa)

One - Dua (ndu a)

Two - Rua (ru a)

Go slowly, take your time - vaka malua - (vaka-mahluah)

Eat heartily - kana vaka levu - (kahna vaka layvu)

Exclamation of regret - isa, isa lei - (ee-sah, ee-sah lay)

Go ahead and try - tovolea mada - (toe-vo-lay-ah mahndah)

A request - kerekere - (kerri-kerri)

No worries - Sega na Lega ("Senga-na-lenga")

See you again -Sota Tale (Soh-tah-tah-lay)

What is your name? - O Cei na yacamu? (Oh-they na ya-tha-moo?)

My name is... - Na yacagu o..... (Na ya-tha-ngu oh.....)



# Code of Conduct



We are fully committed to responsible volunteer travel. Our code of conduct sets out the standard of behaviour that we expect from our volunteers. It has been created to enable you to achieve the most out of your time in Fiji in a safe manner. It also ensures that the communities we work with are treated with respect and consideration. By undertaking our expedition you will be representing not only Think Pacific, but also your country of origin throughout the entire time you are in Fiji. Any breach of this code of conduct may result in your expedition being terminated without compensation.

## You must:

- Listen to and follow the advice and requests of your expedition leader team. Persistent misdemeanours shall be deemed misconduct
- You must demonstrate a commitment and interest in the project aims and development initiatives being undertaken. A repeated failure to attend project may be deemed misconduct.
- Understand that Think Pacific has a zero tolerance policy towards the possession and use of illegal substances. If you are found in the possession of, or under the influence of such substances you will have your expedition terminated immediately and removed from the project village.
- Understand that you are not permitted to drink alcohol in any Think Pacific project setting or Fijian village. You are also not permitted to drink alcohol in Suva if visiting for medical reasons during the project phase of your expedition. During the R&R phase of your expedition, you agree to drink alcohol only in moderation and understand that at all times you are an ambassador for Think Pacific.
- Understand the different attitudes towards acts of affection and sexual relationships in Fiji and understand the negative effect that any perceived inappropriate relationships may have on individuals and the local community.
- You are not permitted to enter into perceived inappropriate acts of affection or to enter sexual relations with any person within a Think Pacific project setting. When receiving guidance from the expedition leaders on inappropriate acts of affection, you must cease any such activities, otherwise this may be deemed gross misconduct and you may be removed from the expedition for your own safety, and the safety of other volunteers and the village community.
- Never allow any person to enter or spend the night at your accommodation unless you have obtained the express permission from your expedition leader and your host family. Never spend the night at another household without first seeking permission from the expedition leader and host family also.
- At all times remember that you are an important role model for Fijian children and that respectful and responsible behaviour is central to your volunteer role.
- Understand that Think Pacific has a zero tolerance towards stealing and any persons found to be stealing from the Fijian community, or from their fellow team members will face serious disciplinary procedures.
- Treat all people with dignity and respect. Specifically, you will never make comments of a derisory, sexist or racist nature to anyone during your time in Fiji.
- Respect local attitudes, cultures and beliefs at all times. Specifically you must dress appropriately at all times and respect Sabbath in Fiji villages.
- Never engage in political demonstrations or illegal activities.
- Never take time out of your project in order to undertake personal in-country travel unless you have obtained the express permission from your expedition leader team.

# Disciplinary Procedure

Think Pacific's disciplinary procedure is as follows:

- a) Upon the first incident of unacceptable behaviour or a breach of the Code of Conduct, the expedition leader shall warn you verbally that your behaviour is unacceptable and shall explain to you the reasons for this unacceptability.
- b) If such behaviour or breach continues, the expedition leader shall provide you with a **written warning** stating that any recurrence may result in you being required to leave the project and if appropriate, leave Fiji, without reimbursement of your expedition fee.
- c) Upon a subsequent repeat of the unacceptable behaviour **or upon a serious breach**, the expedition leader may, at their sole discretion, require that you leave the project and if appropriate, Fiji, without reimbursement of your expedition fee.

In the event that the Disciplinary Procedure is invoked and you are required to leave your expedition then you agree to do so without causing fuss, disturbance or aggravation and at the time specified by the expedition leader.

If at any stage you feel that this procedure is being applied unfairly or without cause, you should raise this directly with the expedition leader and, if you feel the matter has not been resolved to your satisfaction, you may raise a complaint in accordance with our complaints procedure.

## Complaints Procedure

If during your expedition, you wish to make a complaint, you should inform your Think Pacific expedition leader as soon as possible. We will investigate any claims and try to resolve them. If the matter cannot be resolved during the expedition then you must write a letter to Think Pacific's UK office no later than one month after the end of your expedition. Think Pacific will only deal with complaints made by the person on the expedition, or for minors, his or her parent or legal guardian.