



Project Leaders Manual

The Role & Responsibilities

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1 Volunteer Support & Man Management

TP VALUES – 1) PASSION 2) MINDSET 3) COLLABORATION 4) ACCOUNTABILITY 5) RESILIENCE 6) HUMILITY 7) ASPIRATION

“Important as a Leader to be the very best version of yourself”

1.1 Energy – Leader Mindset: Vital as a leader to always bring energy and enthusiasm across all areas of project, as this energy sets the tone and the standard for the team, and the project as a whole!

NB: Read the room and provide the appropriate energy for that situation / environment.

1.2 Leader-Volunteer Relationship: It is vital to ensure the team respect you by being professional at all times. Do not worry about them ‘liking you’, as friendships will organically grow.

NB: Keep the personal private, and focus on the professional.

1.3 Communication: Good communication is absolutely essential to an effective Leader and Leadership Unit. If not communicating effectively, gaps will quickly appear, so ensure you are focused on this component of the role from the very start.

Key Points include:

- 1) You must make Leader Discussions / Meetings a part of your daily routine, and ensure adequate time is allocated for this in the AM and PM.
- 2) Key points to discuss / review daily are: Volunteer Health Care, Project Areas, Evening Activities, Customs & Cultures, Village Interactions / Families.
- 3) For any briefing or meeting with the team, TNK or Youth Reps, ensure your discussion points are clear and agreed before starting, and you know exactly who is saying what point.
- 4) During team meetings or briefings, ask them to wait until you have finished all points prior to raising questions, as often questions may be answered in what you will say, and otherwise the discussion can become disjointed and confused.
- 5) Always maintain ownership of communicating points to the team / village to ensure it is done. Avoid asking volunteers / villagers to ‘pass messages’.
- 6) When raising points with the Project Manager, ensure you have first discussed the issue to highlight your thoughts / suggestions so that the communication is more efficient.
- 7) Ensure when discussing points that you are in a private space where volunteers and villagers cannot overhear you. Be careful of discussing during meals at you home as an example when the family may be present.

NB: Any conversation or communication with a volunteer’s parents, family or friends overseas should be managed entirely by TP UK or Fiji Management, and NOT by Project Leaders. If requested for you to speak kindly refuse, and update the Project Manager asap for further action by Management.

1.4 Timings: It is vital as leaders to always be first / on time and prompt to all activities to set professional standard for team. This begins from day 1!

NB: 'A team reflect their leaders'

1.5 Sincerity: Always be sincere when talking and discussing with the volunteer team, both collectively and individually. If they believe you are putting on an act or show, you will quickly lose their trust and confidence.

NB: When providing feedback / de-briefs it must be honest and constructive.

1.6 Respect the Role: Treat the role with respect, and understand each volunteer is a 'client' without whom the role would not exist. It is a job, not a holiday, and mindset is key.

NB: Must invest time and energy in each volunteer's experience and impact.

1.7 Volunteer Experience: As a Leader the volunteer's experience must come before your own at all times. Ensure they are first on activities or excursions, and maintain a professional duty of care at all times.

Ensure the team are always first on activities; If one or two are not keen on an activity, one leader may suggest they are heading back/not participating so that the volunteer feels more comfortable saying no also.

NB: On 1st Day in Village ensure all volunteers know where the Leader House is located in the community, so that they can reach you whenever needed on project.

1.8 Ask, don't Tell: Tone of voice and phrasing is key on project. It is very important to "ask" when things need to be done, to allow a discussion, rather than tell to gain a positive response and engagement.

NB: Remember when speaking to volunteers that this is not a school environment, and that ultimately many are your peers.

1.9 Conflict Resolution: If an issue or friction arises with a volunteer, key steps to resolving it professionally are:

- 1) Step back or away from the incident. Do not respond instinctively and be 'reactive'.
- 2) Discuss issue or incident with Leadership Unit, and where beneficial, your Project Manager to agree on key discussion points.
- 3) Find suitable time and private space to speak with volunteer 1 to 1, never in a group setting.
- 4) Always focus on key point and learning outcome, and not individual or specific examples for the point being made.
- 5) Always state "we have become aware of X", without giving individual name / source to ensure it is not personalised.
- 6) Advise volunteer if key points shall be raised more generally with team as a whole, so that they are aware.

NB: 'Pick your battles' – Avoid friction on issues such as scores in sports, team games, quiz answers etc.

1.10 'Personal Project Planning' (PPPs) / 1 to 1 Chats: PPP's are a vital component of the Leadership role and must be viewed as an opportunity. Key points in delivering PPP's are:

- 1) Key point of reference for each volunteer's experience and impact. It is vital to utilise it effectively.
- 2) Must be completed by Sunday PM, and can use Saturdays if large team numbers. If unable to complete on Sunday, you MUST acknowledge it to volunteer, and advise them you shall complete their PPP on Monday.
- 3) Always insist each volunteer gives you time for a PPP, even if brief. If 'optional' people may feel shy to request, and you may miss something that would otherwise have been noted.
- 4) Key points to cover include the family environment, team dynamic, project areas and health. Once PPP is completed make brief notes to ensure discussion with Leader Unit is efficient and constructive.
- 5) Use PPP as reference point for week ahead, and plan interactions around points raised. Eg If someone is struggling in the family environment, a Leader would eat at the home on Monday / Tuesday.
- 6) Timings are key. Ensure you invest in discussion, without spending significant time as consistency across team and remaining mentally fresh and engaged is key. Approx 15-20 mins should be sufficient.
- 7) Use a PPP to motivate and highlight successes. It does not need to be a 'negative' discussion focused only on challenges / problems.

NB: Goal Setting – A key component of the Leadership role is facilitating the personal and professional development of the volunteers, and a PPP can be used for self reflection and goal setting. Example attributes to discuss include: Communication Skills, Teamwork, Social & Cultural Awareness, Resilience & Critical Thinking.

NB: A PPP should be entirely focused on that individual volunteer, and never discussed with other volunteers and villagers. Never enter into rumour or gossip.

1.11 Eating at Homes: A vital aspect the role in establishing your presence and connection to the community, and providing support and confidence to the host families, which is key. Some key points are:

- 1) A Leader MUST eat at every volunteer home within week 1, and each Leader must eat across ALL host families within the project period.
- 2) Invest time in that interaction. Arrive early and spend time with the family / volunteers to create that connection.
- 3) Create a positive energy in the home and 'bridge the gap' between the family and the volunteer where needed.
- 4) Reinforce key elements for the volunteer experience and project. Eg Fijian foods / evening activities.

NB: Always go on your own to eat with host families, and not as a leadership unit, to ensure you can be more invested and effective in your interactions.

1.12 Diet/Food: It is vital for Leaders to set the standard and ethos around food for volunteers, and to reinforce key points for the host families – Fresh food, Fijian food, Balanced diet.

Encourage the families to cook rourou, bele, dalo, cassava, dhal, and advocate for boiled rather than fried and lots of fruit wherever possible.

NB: Always be a positive energy on food for volunteers and reinforce to families that the Fijian foods are what we would like the team to experience.

1.13 Leader-Gender Equality: It is vital for Think Pacific as an organisation, and for our Leader Teams as a unit, to ensure that there is absolute equality for male and female staff in how they are received and perceived by the Community, School and Team Members.

Fijian society is 'patriarchal' in design and structure, and whilst this is developing / changing, often men continue to fill certain positions eg TNK, and lead meetings and discussions. The village / school may therefore appear to approach male leaders / engage male leaders more regularly, and we must make sure we are conscious of this, and implement measures to ensure equality is maintained.

To ensure equality across the Leader Unit, it is important to ensure ALL Leaders attend discussions with the TNK / HT, so that all leaders have consistent interaction at community and school level.

NB: It is also vital to share responsibilities evenly across Leader Unit, including public speaking / speeches in School and Church, and sitting above the bowl if invited to do so, as examples.

1.14 R&R / Post Project: It is extremely important to maintain our professionalism throughout R&R, and post project, and to understand that R&R carries exactly the same level of duty of care and liability when leading the volunteer team.

NB: A consistent presence is key, and ensuring we continue to offer support and engagement where needed. R&R is not a holiday!

1.15 Code of Conduct – Project Leader: It is vital that you uphold the Code of Conduct at all times, and take pride in demonstrating the highest standards to the volunteers, our local partners and TP resorts.

You must:

- **Remember that you are an important role model for the volunteers in your care and respectful and responsible behavior is central to your role throughout.**
- At all times on the expedition, put the needs of your team ahead of your own.
- Listen to and follow the advice or requests of the Project Managers or the Foundations Directors.
- Understand that the Foundation has a zero tolerance policy towards the possession and use of illegal substances. If you are found in possession of, or are under the influence of such substances, you will have your contract terminated immediately.
- Understand that you are not permitted to drink alcohol within any host Fijian village or project location for the duration of your contract period. Any breach of this point may result in your contract being terminated immediately.
- **Understand that you are not permitted to drink alcohol at any time during the expedition, including the R&R elements. You must have the well being of the volunteers, who remain under your care at all times, as your priority until the official end date of the expedition. Any breach of this point may be viewed by the Foundation as gross misconduct.**
- **Understand that you are not permitted to drink alcohol with a Think Pacific Volunteer, of your own or another expedition team, at any point whilst in the Fiji islands and/or during your contracted period with Think Pacific.**

- Understand that you are not permitted to drink alcohol at listed Think Pacific Resorts, including briefing and R&R locations. These include, but are not limited to, Uprising Beach Resort, Waidroka Bay Resort, Mango Bay Resort, Crusoe's Retreat Resort, Beachouse, Robinson Crusoe Island, Smugglers Cove Beach Resort, Bamboo Resort and any others stated by the Project Managers and/or Foundation's Directors.
- **Understand the differing attitudes towards sexual relationships in Fiji and understand the negative effect that any such relationships may have on individuals and the local community. You are not permitted to have sexual activity, or a relationship other than plutonic, with any member of the project villages or settings, including briefing and R&R resorts, at any time under your contract period, including during the project itself, R&R and your rest time between expeditions. You are also not permitted to enter into sexual relations in any project village or in any project setting, including Briefing or R&R resorts. Any such acts may see your contract being terminated immediately.**
- **Understand that absolutely no sexual activity, sexual relationships, or relationships other than plutonic, are permitted between you and the volunteer members, or within the expedition staff team itself, and any such acts may see your contract being terminated immediately.**
- Never allow any person to enter or spend the night at your accommodation in the project setting unless you have obtained the express permission from the Project Manager or Overseas Director and your Fijian family (if applicable).
- **Understand that you are not permitted to stay at designated Think Pacific Resorts when not on project with a volunteer team, including but not limited to Beachouse, Smugglers Cove and Bamboo. (The Project Manager and/or Overseas Director shall confirm the resorts during your Training Workshop at the commencement of your leadership period in Fiji)**
- Understand that the Foundation has a zero tolerance towards stealing, and any persons found to be stealing from the Fijian community, or from the team or fellow staff, will face disciplinary procedures.
- **Understand that you are not to wear Think Pacific branded clothing (T Shirts or Vests) in Fiji and/or at local resorts when not on project, as this is 'uniform'.**
- Treat all people with dignity, including but not limited to the volunteer team in your care, your fellow expedition leader team and the communities and schools whom the Foundation support. 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 Fijian villages. You must at all times set an example to the volunteer team.
- Never engage in political demonstrations or illegal activities.

NB: The Code of Conduct ensures all staff maintain and protect our ethos and professionalism as an organisation. Please re-read it carefully and ensure you uphold all values and principles as the foundation for your role with Think Pacific.

2 **Project Scenarios – TP Processes**

As a leader you may be faced with a number of scenarios regarding support and man management for volunteers. At these times clarity and certainty for Project Leaders is essential to ensure the volunteers feel supported, and the challenges may be resolved or overcome.

NB: For ANY scenario encountered your first step as a Leader shall be to inform your Project Manager, so that they are fully updated and can provide the necessary support and assistance.

Key scenarios may include:

2.1.1 Mental Health & Well Being

Refer to 'TP Leader Mental Health Guide'

2.1.2 Domestic Violence - Communities

If a Leader or volunteer encounters a domestic violence incident to a child or family member when on project, the key process points are:

- 1) Volunteer informs Leader. Leader informs Project Manager immediately.
- 2) Leader speaks with TNK to raise the issue, informing him of the day / time, and asking if the TNK can take the relevant steps at community level.
NB: A Project Manager may then contact TNK also to discuss issue and ensure the appropriate actions are taken.
NB: It is important to address the issue with the team, and inform them of the process being implemented, and the expected outcomes or resolutions. Also offer them the opportunity to speak with you one to one if they would like to.
- 3) Incident is referred by Management to the Save the Children 'Child Protection Unit', which shall review the report before providing relevant counselling at community, tikina and provincial level.
NB: The Project Manager shall provide the Leaders with the Save the Children 'Child Welfare Decree Form' to be completed and returned with the incident details.
- 4) Save the Children also engage the relevant personnel within the Ministry of Women, Children and Poverty Alleviation, and police if necessary.
- 5) Leaders provide support to volunteers to ensure they are comfortable within the home / environment.

Incidents of domestic violence are incredibly saddening and difficult for volunteers / all, and it is very important for Leaders to be proactive in speaking to the Project Manager and TNK to follow our process, whilst keeping the team informed of steps taken and avoiding any escalation within the community.

NB: Volunteers often want to directly intervene, or for TP to intervene, following such incidents. Important to be clear that TP is an organisation focused upon Education and Sports programmes,

and such issues require significant training and qualifications, which is why the referral process with Save the Children is in place, and key at that time.

2.1.3 Volunteer Valuables / Money Missing or Stolen

If a volunteer has money or possessions go missing / stolen during the project phase, the key is to be proactive in dealing with the issue, without accusing or shaming an individual or family if without proof of wrong doing.

The process for our Project Leaders would be:

- 1) Volunteer informs Leader as soon as they may realise that money, or a possession, has gone missing / been stolen, and notes when the last time they saw it may have been. The Project Leader then informs the Project Manager immediately.
- 2) Project Leaders inform TNK of the issue at hand, and seek their assistance in requesting that the host family, and community as a whole, may be even more vigilant in assisting TP in taking care of the volunteers possessions and items.
- 3) Project Leaders facilitate the logistics for the volunteer to get a Police Report for any valuables that may have gone missing / been stolen at the nearest police post. This includes contacting the police post, and arranging transportation where required.
NB: Any costs should be covered by the volunteer and not TP, with receipts provided by the transport etc.
- 4) Advise the volunteer to consult their travel insurance on cover provided, and facilitate them contacting the insurance to open the case file and inform them of the incident / items stolen for their reference.
- 5) During briefing or de-brief raise point to team as a whole of being careful with valuables and cash, using locks on bags wherever possible, and being extra vigilant. Prevention is better than cure!

NB: Continue to update the Project Manager throughout the process so that they may liaise with TNK / TP UK as required.

2.1.4 Code of Conduct - Inappropriate/ Sexual Relationships

Important to be proactive in preventing such issues, and react effectively if incidents do arise. Key steps are:

Proactive – Prevention

- 1) Be clear to team that Code of Conduct and our Cultural Standards are not 'TP Rules', but in respect of the traditional values and customs of the iTaukei People, and it is a privilege to live and work in the areas we do that we cherish.
- 2) Use Briefings & Sunday Meetings to reaffirm the TP ethos, and re-establish key cultural and Code of Conduct points. Always have it in 'language of project'.
- 3) Establish a strong presence within the community / youths as quickly as possible. For example 1 leader sit with villagers during grog, actively chat with the youths and visit families not hosting volunteers. If grog happens in homes around village, spend time in each, rather than just one location during evenings.

- 4) If an environment / moment feels odd or inappropriate at any point, raise it with the TNK immediately, and raise it with the team as a whole as a 'preventative discussion'.

Post Incident

- 1) If a situation continues, or escalates, speak directly with the individual volunteer and TNK, and youth member if appropriate. Be clear that whilst they may insist nothing has happened, we believe that moment / environment to be inappropriate, and for them to ensure it does not continue.
NB: The Project Manager should be informed prior to any discussion with the volunteer / TNK.
- 2) If an inappropriate act or sexual contact takes place immediately discuss it with the volunteer to allow them an opportunity to provide their account, and speak with the TNK for them to liaise with the youth also.
- 3) Once all information has been confirmed, update the Project Manager for further action to be taken as required and appropriate.

NB: Leaders have the ability and authority to issue verbal warnings on project, however this should be done in discussion with the Project Management Team.

NB: If the Code of Conduct has been broken, it is important to address it as a general point with the team as a whole, so that all are clear on standard and expectations.

2.1.6 Sexual / Physical Assault

Should a volunteer be physically or sexually assaulted during their project, the key steps are:

- 1) Inform Project Manager immediately.
- 2) Remove them from the village / incident environment, with a leader with them at all times, and provide accommodation and food for a minimum of 48 hours.
- 3) Provide access immediately to a doctor for consultation or review.
- 4) Make a timeline of events and your interactions with the situation, including any discussions / decisions taken.
- 5) Advise the volunteer to write down an account of the event whilst fresh in their minds for their personal memory should further action be taken.
- 6) Provide access to a Police Station if appropriate and/or requested.
- 7) Provide the contact information for local Helpline / Crisis Centres for independent advice and guidance. (Numbers listed in Appendix)
- 8) Provide access to a phone to contact home.
- 9) Inform British High Commission. (To be done by Management Team if appropriate)

NB: Points 3, 5, 6, 7 & 8 are entirely at the discretion of the volunteer. However we can ensure access is provided as / when it may be required. Point 2 is TP 'policy' to allow further discussions to be held with the volunteer / community and other relevant parties.



3 Health & Safety / Volunteer Healthcare

3.1 Liability

As a Project Leader the Health & Safety of the Volunteers is our primary concern and duty of care, and should be at the forefront of every decision taken. The Leaders must always set the standard of safe and responsible behaviour, and understand the potential liability of any injury or illness incurred by a volunteer.

2.1.1 Project Activities: Under the Think Pacific T&C's for volunteers and project leaders, the following activities **must not** be arranged or advised by any member of the Think Pacific staff team due to Health & Safety concerns and Liability conditions:

- Horse Riding
- Rock Jumps / Waterfall Jumps
- Use of Machetes
- Jumping off Boats or Trucks
- Travelling at Sea or by River without a Life Jacket
- Climbing Coconut Trees
- Spear fishing

NB: If arranged independently by the volunteer then no liability is on Think Pacific, however a Leader must not participate in, make arrangements for, or actively encourage the above activities. Leaders must set example at all times.

2.1.2 R&R Activities: If a volunteer enquires regarding doing a Sky Dive / adventure activity as an independent excursion during R&R the Project Leader **must** advise them to check their insurance policy regarding cover for such activities, and if they do not have the necessary cover the Think Pacific advice **must** be to **not participate** in that excursions. (Ultimately it is however at the discretion of the individual)

Project Leaders can make bookings via telephone on behalf of volunteers, but **cannot** at any point be engaged in receiving payment or transferring funds on behalf of the volunteer. If involved in the payment process, Think Pacific would assume liability for any damages.

2.1.3 Building Sites – Build Projects Only: It is essential that Project Leaders maintain the highest possible Health & Safety standards on the Build Site, based on the local surroundings, including the use of hard hats, high visibility jackets and closed footwear by ALL staff and volunteers.

On the first day of project the Leaders and Building Manager must deliver an awareness briefing for the volunteers, including:

- **Requirements for Footwear, High Visibility Jackets & Hard Hats.**

- **Potential Hazards on the Build Site**
- **Safe & Correct use of Tools. Eg Saws / Hammers / Levels / Chisels / Drills**
- **Safe lifting techniques**
- **Communication on Build Site & Importance of Listening to Building Manager & Leaders**

NB: Safety advice and guidance should be included throughout project, with mistakes or un-safe practices highlighted and corrected. The Building Manager can demonstrate techniques as required!

3.2 Volunteer Healthcare

As a Project Leader volunteer healthcare should be the primary focus of care and support. The mindset is essential in ensuring clinics are delivered daily at the specified time, and if someone may be unwell, uncomfortable or injured, the leaders are extremely proactive in checking in and observing at all times.

Please note that Leaders are there to offer care and support, not to 'diagnose' or 'treat'. If in any doubt, seek medical advice, as until the volunteer sees a medical professional (Nurse or Doctor), the liability for their care is with Think Pacific / the Leader, and we want to protect our Leaders at all times.

2.2.1 Volunteer Healthcare – Leader Process

The below process is designed to provide clarity for all Project Leaders on the process for volunteer healthcare, designed to ensure we are consistent in our care.

A key point is that 'success' is not keeping a sick or injured volunteer on project, but rather success is ensuring their immediate and long term health as our primary objective.

Step 1: Illness or Injury & Unable to Attend Project – Contact Project Manager

Step 2: Deterioration or 48 Hours of Illness or Injury – See Medical Professional (Nurse or Doctor)

NB: The Project Manager should be advised prior to a volunteer being taken to the Nurse or Doctor, with information provided on the illness or injury, timeframe etc.

Step 3: 76 Hour Review from Medical Attention – If no improvement, Remove from Project for 48 Hours

- Seek Hospital Review
- Volunteer to contact Insurance to open Case File
- TP cover Accommodation & Food

Step 4: 48 Hour Review – Consult with Doctor & Project Manager.

- If improving – Return to project when approved by Doctor.
- If deteriorating / no improvement – Discuss removal from Project.

Note: If a volunteer requests to see a medical professional at any time on project, this must be done as quickly as reasonably possible!

NB: Any instance of a volunteer refusing to see a medical professional, or refusing medical treatment advised, and they can be removed from Project immediately under our T&C's and Duty of Care to our teams.

2.2.2 Volunteer Healthcare – Common Illnesses

Whilst 1st Aid Courses provide training for 'major injury' or trauma, it is important to understand that on project it is more often you see 'smaller' illness or injury related to the conditions and environment. Common health problems or illnesses that you may encounter on project include:

- **Boils:** At first, the skin turns red in the area of the infection, and a tender lump develops. After four to seven days, the lump starts turning white as pus collects under the skin.
Treatment – Keep area clean and covered. Take anti-biotics if advised.
- **Diarrhoea & Vomiting:** Signs include loose bowel motions or vomiting episodes.
Treatment – Sipping fluids consistently. Drink ORS or electrolytes. Eat when you can. A drip may be required in severe cases.
- **Constipation:** Difficulty in emptying the bowels due to hardened faeces.
Treatment – Drink lots of water. Eat pawpaw and other fruits. Take laxatives where required.
- **Heat Rash:** You can develop heat rash when your pores become blocked and sweat can't escape. The cause of heat rash is often friction on the surface of the skin.
Treatment – Bathe or shower in cold water, and then let skin air dry, rather than using towel. Avoid using creams or lotions that may block pores further.
- **Dehydration:** Signs include headaches, very dark urine, dry skin, feeling dizzy, rapid heartbeat, rapid breathing, lack of energy & fainting.
Treatment – Sip small amounts of water. Drink ORS or electrolytes. A drip may be required in severe cases.
- **Bed Bugs:** Signs include a raised itchy bump with dark centre and lighter swollen surrounding area or small red bumps in a line or zig zag pattern. The bites will often itch and occur at night.
Treatment – Wash / Boil all sheets or clothes. Apply sprays to mattresses or pillow. Sun all items that may have been in contact with the bugs.
- **Scabies:** Scabies is not an infection, but an infestation of tiny mites called Sarcoptes. Scabies can cause severe itch, and a red rash on skin of infected areas.
Treatment: Creams or lotions (from pharmacy) that can be applied across entire body to remove and kill mites.

2.2.3 Female Volunteers – Menstrual Cycle

It is important for Leaders to advise female volunteers that the change in environment on project can have effects on their menstrual cycle, with key points for the discussion as:

- Due to changes in climate, diet and weight their menstrual cycle can be affected.
- If volunteer is on the contraceptive pill advise not to double up, as it can cause complications and make you ill.
- It can be common to have more than one cycle in a month, have one whilst on pill, or not have one at all.

- If volunteer's period starts while still on pill, advise to check with pill information or nurse / doctor on whether to continue taking the pill, or come off the pill whilst the cycle is completed.
- Keep leaders updated of any usual changes esp. if painful or worrying
- Make sure volunteers have lots of sanitary supplies (can be bought during shopping day)
- If abnormal changes to periods continue for over 14 days seek medical advice. i.e. Island Nurse (however most issues resolve themselves when body has acclimatized)
- Don't flush any sanitary items down village toilets. Put in bags, fire pits or drop toilets. Best to ask Fijian mum on what is best for their home environment.
- With regards to implants and coils ask the team to make the leaders aware of this. (In private is fine)

NB: Leaders must be calm, confident and mature in delivering this discussion to the group as a whole so that all volunteers feel comfortable raising any issues with them.

And remind volunteers to be open and honest to all leaders regardless of gender as their health is imperative!

2.2.4 Volunteer Healthcare - Hospital Treatment

If requiring hospital consultation or treatment for a volunteer, beyond the local nursing station or Doctor, it is important for Leaders to advise the volunteer on the options available to them for their treatment as:

1) CWM Hospital / Sigatoka Hospital / Rakiraki Hospital / Nadi Hospital

These are 'state' hospitals where treatment is free of charge, or with minimal associated costs for the volunteer. However waiting times may be longer, and conditions not as favourable.

2) Miot Pacific Hospital – Suva

This is a private hospital facility, with associated costs as per guide listing in Appendix of Leader manual. Waiting times may be shorter, and conditions more favourable.

Note: Miot Pacific often do not accept payment from Overseas Insurers, and it would therefore be a 'Pay & Claim' process for Volunteers and they would need funds available for their consultation and treatments.

NB: If advised by a Doctor that the case is High Risk, with a threat of Loss of Life, with immediate admittance or treatment required, advise the Project Manager and Think Pacific can act as Guarantor / pay initial cost, to be reimbursed by volunteer when available. For non-high risk cases, Think Pacific would require the funds to be available prior to acting as Guarantor or making any payment.

2.2.5 Think Pacific Leader Process – Miot Pacific Hospital

If accompanying a Think Pacific Volunteer to Miot Pacific Hospital for their medical consultation and / or treatment, it is important to follow the steps below to ensure our duty of care is maintained, and the volunteer may complete the necessary steps for treatment, and insurance cover.

Step 1: Inform Project Manager

Inform your Project Manager when 30 minutes from the Hospital, and upon arrival.

Step 2: Volunteer File - Miot Pacific Hospital

On arrival the volunteer shall need to open a medical file with Miot Pacific Hospital, and the registration form is available at the reception desk.

Step 3: Insurance Case File – Insurance Provider

Once the medical file has been completed with the hospital, the volunteer shall need to open a case file with their insurance provider. You can provide your TP phone if the volunteer does not have access to a mobile, however it **MUST** be the volunteer who speaks with the insurer, as they shall require personal information, and to hear directly from the person insured / 'patient'.

NB: Important to remind volunteer to have all their insurance documentation with them when travelling for medical consultation or check up.

Step 4: Medical Consultation – Miot Pacific

The volunteer shall then have their medical consultation with a doctor at the Miot Pacific Hospital.

Key information required for the insurance, and that **MUST** be obtained from the Doctor, is:

- Illness or Injury
- Date it began / progression
- Current Signs or Symptoms
- Recommended course of action from the Doctor eg anti-biotics / admittance / scans / surgery
- Timeframe for review and recovery & whether the volunteer may return to the project setting, or remain in Suva for that period of time.

NB: As typed medical reports can often take time and have a cost associated, ask the doctor if they may be able to complete a hand written medical report immediately, so that it may be forwarded to the insurance provider for their approval for cover of costs associated.

Step 5: Scan & Email Medical Documentation – Insurance Provider

Advise the volunteer to ask Miot Pacific to scan and email the medical report provided to the insurance provider, and then to call them to ensure that the report has been received and if they can advise on cover asap.

NB: Due to time difference this approval can take time if during the night in the UK, however advise the volunteer to contact the 24 hour medical line if the insurance may have one available.

Step 6: Update Project Manager – Details

Once all information has been forwarded to the insurance company, update the Project Manager with key information as:

- Medical Advice of Doctor – Treatment & Timeframe
- Volunteer's Insurance Case File No

Step 7: Volunteer Treatment & Care

Once the volunteer receives confirmation from the Insurance provider that they are approved for cover for that particular injury or illness, they can proceed with all care and treatment required on a 'pay and claim' basis.

NB: Should the volunteer wish to proceed with treatments prior to the approval from the insurance company, advise that this is at their own risk in terms of assurance that any costs incurred shall be refunded.

NB: As above, if a Volunteer's case is deemed 'High Risk' by the Doctor, with a threat of loss of life, Think Pacific Project Manager's can act as 'Garuantor's' for the volunteer and may sign on their behalf for admittance immediately for treatment.

3.3 Healthcare – Community Members / Students

It is important for Leaders to be clear that we are not able / responsible to provide medical care and treatment for community members, youths and students when on project.

This is a fundamental liability issue, but also a duty of care concern in being unable to provide sustained care, treatment or 1st aid supplies across ALL community members if required.

Processes for Community Healthcare if approached by a child or adult would be:

Village: Advise they speak to a) Village Health Worker and/or b) their Parent (if a child) and/or c) Local Nurse or Doctor. And for Volunteer to inform Leaders, and Leaders to inform TNK (if a child).

School: If a student is injured or becomes ill at school advise their teacher or HT immediately, so that they may assume responsibility for their care and further action.

NB: 1st Aid supplies are donated to the Village Health Worker, and can also be donated to the School by TP or Volunteers, but the Village / Teachers must maintain responsibility for all care and treatment.

4 Project

4.1 Project Briefing – Days 1 & 2: The Project Briefing Days are essential in establishing your dynamic with the team and our standards and expectations in terms of volunteer conduct, experience and impact.

	TIME	ACTION / ACITIVITY
PRE-PROJECT MEET	8pm	Phone – Project Manager – Update on team, any flight delays, any luggage missing & departure time for next day.
DAY 1	Depart Nadi @ 9am	
	Arrival (Approx 11-11.30am)	Arrive at Resort – Introduce yourselves to Resort Staff
	11.45am	Guided Tour of Resort for Team – Restaurant Area, Dive Shop, Volleyball Court, Reception Confirm Resort Details for Team – Payment process / Safe or Lock Box / Wifi
	12.30pm	Lunch – Ensure you are spread out across tables / between team.
	2pm	‘The Clap Game’ & ‘Splat’ – Ask all volunteers to be involved, and ask them say name when catching ball so all can learn names nice and quickly.
	2.30pm	‘Rugby-Netball’ – Very inclusive. Ensure all the team are involved, with breaks as needed.
	3.30pm	Volleyball or Pool Games
	4.30pm – 6.30pm	Free Time – Ensure you spend time across different volunteers / groups if doing different activities.
	7pm	Dinner – Confirm if any volunteer did not receive their Royal Blue TP Top – Name & Size
	8pm / Dinner Finished	Project Manager – Introductions & Plan for Briefing Day (Day 2)
DAY 2	7am	Breakfast – All Leaders present by 7am
	8.45am	Team Assemble – Team assemble for briefing day, including pen & notepad.
	9am	Briefing Begins – Team handed over to Management
	9.15am – 12pm	Project Checklist – Project Manager – Go through and complete Project Checklist with your Project Manager
	12.30pm – 1.30pm	Lunch – Spread across tables / volunteer group
	1.45pm	Team Assemble – Ready for School / Sports / Kindi workshops – Need Volunteer Handbook.
	2pm – 6pm	Project Workshops – Participating in workshops and offering guidance to volunteers
	7pm	Dinner – Spread across tables / volunteer group
	8pm	Kava Night – Led by Project Manager. Introduce team to customs and protocols for kava ceremonies.
DAY 3	7am	Breakfast – All Leaders present by 7am
	8.30am	Briefing - Confirm with team plan for shopping trip / village arrival / day 1 & 2 in Community. Also include Female Sanitation discussion and key reminders from Briefing Day.
	Time TBC	Depart Resort – Shopping – Village Arrival

Key Points – Briefing Days:

- 1) Ensure you invest in each and every volunteer during briefing days to establish your presence and connection to each team member.
- 2) Use briefing day and workshops to note strengths, skills and weaknesses of volunteers / team so that you can be proactive across school, kindi and sports from very start.
- 3) 'Briefing' on day of departure (day 3) is first opportunity to establish leadership dynamic and delivery – Ensure it is well planned and delivered with confidence.
- 4) No drinking for volunteers during briefing days – Good to remind them on morning of departure from Smugglers Cove.

NB: TP Health Process (Including Mental Health & Well Being) to be included in briefing points, ensuring volunteers feel confident that as Leaders you know the processes and are always available for support.

NB: Female sanitation discussion also to be included in briefing on day of departure, and to be delivered to whole team.

4.2 Daily Briefings: Crucial that the briefing starts on time, and with purpose. Important therefore that leaders are on time, and have planned what to say.

NB: Check in / Re-discuss key points with International Students to ensure their understanding.

Build Projects Only: Ensure you include in daily briefing the key roles, work stations and aims for that day on the build site, following your morning check in with Building Manager.

NB: Building Manager can be present for briefing and de-brief, but Leaders lead the discussion to ensure they remain key communication point for volunteers.

4.3 Daily De-Briefs: Vital for De-Briefs to be concise and efficient in delivery in offering constructive reflection on the day, including challenges and resolutions, and also successes and highlights.

Key points are:

- 1) Pre-Debrief Discussion – Always discuss as a Leader Unit key points to raise in de-brief across project areas / volunteers, and resolutions that may assist moving forward.
- 2) Be sincere in acknowledging aspects that may not have worked well, but always provide constructive solution to that challenge.
- 3) Note key 'wins' and highlights for team / volunteers to encourage and motivate.
- 4) Each component of day is led by Leaders, and their reflection points, and only then is it offered to volunteers for 'further comments'. DO NOT go round the circle for each individuals description of their day as can be inefficient, time consuming and 'negative'.
A 'role play' of how to deliver a De-Brief shall be provided during Training Day
- 5) Re-confirm plans / timings for evening activities.

NB: De-Briefs can be dominated by a single person / negative reflection. If a volunteer wants to 'rant', ensure you politely acknowledge it, suggest you will discuss with them individually immediately after de-brief, and move on to ensure it does not affect the reflections of other volunteers.

4.4 Saturdays: So important to keep team busy on Saturdays, and to understand their expectation is for activities EVERY Saturday! Key is having time out of village to keep team fresh and energised on project, and activities may include Treks, Fishing, Bilibili Raft Building, Village Visits, Picnic Trip, Community Sports etc.

Some tips for Saturdays are:

- 1) Always have a Plan B, and a plan for wet weather.
- 2) Don't rush an excursion or activity, always aim to have as long as possible.
- 3) Do not do a 'Family Day' for Saturday activity, as can create huge differences in volunteer experience. Always keep ownership of Saturdays with TP / Leader Unit.
- 4) Ensure it is an 'Excursion' or an 'Activity', and a Saturday involves Rugby we MUST also have Netball / female participation!
- 5) Remind TNK of Saturday activity throughout week to ensure arrangements are made, and be aware of tides if using boats or going out to sea.
- 6) For Saturday activities can advise team to 'be ready' for a certain time eg 9am, but allow them to remain in their homes / village until the truck / boat / youths are ready, to relieve pressure if on 'Fiji Time'.

NB: Every Saturday from 9-10am TP aims to run a 'Ladies Exercise Class' to promote female participation in physical activity in local communities!

NB: A good Saturday can make a 'bad week good', and a bad Saturday can make a 'good week bad'

4.5 Sunday Meeting: Every Sunday there will be a team meeting to plan and discuss the week ahead.

Key points:

- 1) Discuss as a Leadership Unit key points to raise, and who will say which element, so that the meeting is delivered with confidence and efficiency.
- 2) Discuss points noted from previous week or interests raised from PPP's that may be relevant to weekly planning. Eg Activities volunteers may have requested.
- 3) Include any key reminders on customs and cultures for the team.
- 4) Ask volunteers to share their "Highlight of the week" - Allows a fun sense of group reflection on the previous week, and creates a positive mindset approaching the next week/rota.

NB: The Sunday Meeting should begin at any time from 3.30pm – 5pm, but no later than that.

4.6 Village Relationship: As a Leader it is incredibly important to always remember that it is an absolute privilege to be living in the communities kind enough to host our teams. The Community is our most valuable partner, and the host families are central to the volunteer experience.

4.7.1 Key Points:

- 1) **Arrival Day – Meet TNK & Womens Leader & Youth Leader** – It is vital for Leaders to immediately connect with these key members of the community, and establish communication, including a plan for the next 36 hours post arrival. Ensure this introduction and discussion is completed on the day of arrival.

- 2) **Customs & Cultures** – Leaders must establish and personify the TP standards and ethos at all times, understanding that the customs are rooted in the iTaukei identity and values and are vital to maintain. We expect the highest standards from our volunteers, and this will take guidance and direction from the leadership unit.
- 3) **Communication** – Meet with the TNK, Womens' Leader & Youth Rep EVERY Sunday PM to raise relevant points and confirm the plan for the week ahead. Ensure it is also written for them in short, bullet point format for their ease of reference.
NB: Following the discussion with TNK / Womens' Leader / Youth Rep, distribute the weekly plan in bullet point format to ALL host families also. This promotes community engagement in activities, and Leader interaction with the Host Families.
- 4) **Village Arrival** – On arrival into the community, and when all volunteers have gone to their homes, it is essential that ALL Leaders visit ALL the volunteer homes in the community, to introduce themselves to the families, and confirm basic info for the volunteers. Eg Where the toilet / shower may be situated. Where they are sleeping etc.
- 5) **Respect the Homes** – Volunteers should always be seen to respect the homes and families in the community. Eg Acknowledging the family and saying hello before entering. It is not a B&B! Leaders set the standard for this.
NB: Keep your home as a private space both for you, and for the family, and ensure all meetings / clinics etc are done in a hall, shed or communal space!
- 6) **Village Activities** – It is very important that the volunteers participate in preparing for activities wherever possible, and it does not become an 'expectation'. Eg Collecting coconuts for bilo making, leaves for weaving, firewood for a bonfire etc.
NB: From Sunday-Thursday ensure that all activities are completed by 10pm, and that volunteers return to their homes and do not gather in houses / halls and make noise. If not returning home families can stay up or become concerned, so it is important to respect the family and home environment.
- 7) **Family Activities** – Ensure that the team are proactive in doing their own laundry, tidying their bed and taking care of their possessions. Also actively encourage them to ask the family on how to boil the kettle etc so that they have independence in the homes. Leaders will set standard for this!
NB: Host families highlighted having to do volunteer laundry and tidy their areas as key challenges to their daily routines when hosting Think Pacific!
- 8) **Family Nights**: Impress upon the team the value and impact of 'family nights', with potential activities as Family Tree, Cards Night, Learning a Family Song or Meke, Cooking Together or Kava.
NB: Family Activities - Encourage volunteers to be proactive in asking to do activities with families, and not just to rely on village nights etc BUT some 'excursions' are not be possible eg Town Trips / Resort Trips as can create 'division of wealth' between families. Key is to ensure any activity is one that ALL families can do to maintain 'equality' between families eg Village Based (Based on Community Feedbacks).
- 9) **Leader Presence** – Ensure that you have a strong and consistent presence in the community, including eating at all homes, attending village activities and programmes and communicating regularly with the TNK, Womens' Leader, Youth Rep etc.

These are essential to promoting a strong and positive relationship between the team and community, and to avoid ever upsetting or offending the village. Below are some example feedbacks received from community members:

- 1) *"The volunteers appeared ignorant to local cultures and customs, including how to sit during grog (they were lying down when the elders/community were in the hall), saying tilo, wearing flipflops in the houses....it appeared they had not received any training"*
- 2) *"During evening programmes the volunteers would not assist in collecting firewood for bonfires etc, but just expected everything to be prepared and ready for them"*

NB: If volunteers are attending Church in another village with their family they MUST be able to return independently eg by foot, and MUST have phone contact.

NB: 'Hop Hop' can be a fantastic social component between the Team and Community. Keep Friday OR Saturday Nights ONLY for Hop Hop, and not during week nights, to keep it fresh for all!

4.7 R&R: Notes for the Team:

- 1) No drinking on buses or trucks to and from villages / resorts.
- 2) No BYO to resorts unless advised by TP Management that it is allowed.
- 3) Volunteers must respect the staff and other guests at all times. Any damage incurred will be billed to the volunteer.

NB: When arriving at the resort on R&R bring the team together to brief them on our standards and expected etiquette. They can celebrate, but they must remember they continue to represent Think Pacific.



4. Administration

Beyond the roles and responsibilities of leading the project and volunteer team, Think Pacific leaders have a number of administrative responsibilities that are essential to the processes and development of Think Pacific as an organisation.

These elements include:

4.1 Inventories – Project Box / Sports Equipment / 1st Aid Supplies

Inventories will be completed at the Project Briefing, and on final day of project prior to departing the village.

Project Box – All items listed return.

Sports Equipment – All items listed return.

1st Aid Supplies – All 1st Aid items are donated. Medical Bag returns.

NB: The Inventories are completed and submitted during at Leader De-Brief.

4.2 Feedback Forms – TNK / Host Families / Youth & Womens Leaders

Feedback Forms should be distributed to the host families, to the Turaga ni Koro, and to the Youth & Womens Leaders.

NB: To be collected and submitted at Leader De-Brief.

4.3 Leader's Feedback Form

Each Leader shall have a Feedback Form to complete, which covers all areas of project including the Team Dynamic, Village, Kindi, School, House Cup, Sports and Management, as well as further comments of General Points.

NB: To be completed and discussed at Leader De-Brief.

4.4 Volunteer Assessment Sheet

As a Project Leadership unit you offer very valuable insights into the strengths and weaknesses of the volunteer members across different skills and attributes, which can then be reviewed and considered when inviting former volunteers to our recruitment events, and highlighting members for Ambassador roles, and also when reviewing our training programmes and manuals.

We therefore ask you to complete the Volunteer Assessment Form for each volunteer team you may lead, and encourage it to be a considered process across the Leadership unit.

NB: It is important to be as objective as possible when reflecting on the volunteer's attributes.

4.5 Expenses

On every project leaders will be given expenses to cover costs for boats/hospital visits/activities etc. An expenses sheet must be completed with all out-going and in-coming payments, with receipts where possible and appropriate, and the expenses sheet should be completed and submitted at the project de-brief. It is then submitted with the accounts/expenses receipts, so it is an important administration element.

NB: Any outstanding balance/money should be given at de-brief. Discrepancies may need to be covered by the leaders, so it is best to be thorough!

An example expenses spreadsheet would be:

Date	Item	Money Out	Money In	Running Total
13/01/2017	Project Expenses 1		4000	4000
14/01/2017	Digicel - Sim and Credit	21		3979
14/01/2017	Digicel - Phone, Sim and Credit	80		3899
14/01/2017	Digicel - Phone, Sim and Credit	80		3819
16/01/2017	Westpac Fee	60		3759
16/01/2017	Taxi - Suva to Nadi	100		3659
17/01/2017	Taxi - Smugglers Cove to Airport	15		3644
17/01/2017	Taxi - Airport to Smugglers Cove	15		3629
17/01/2017	Cafe Victoria - Leaders Lunch	78		3551
17/01/2017	Kava	30		3521
17/01/2017	Digicel - Phone	59		3462
18/01/2017	Transport - Partners	180		3282

Examples budgets and associated costs on project would be:

Community Sports Outreach – Transport / Sevusevu (If required) - \$350

Village Visit – Transport / Sevusevu / Soli (if overnight or including meals) - \$400

Saturday Excursion - \$300

Clan Night - \$60/Clan for food items / yaqona etc.

NB: If projected costs exceed budgets stated, contact Project Manager for approvals.

Other aspects of Project that may incur costs include:

Pre-Project Expenses (as per Leaders Shopping List in Project Plan)

Medical Visits (Nearest Nurse or Doctor)

Fuel for Generator / Power

Grog

Transport to School & Kindi

Fun Day Items

NB: When expenses reach \$400 (or less) contact your Project Manager so that a top up may be provided as required, based on projected project costs.

NB: Project Manager's may need to use your expenses during briefings, visits or R&Rs, and shall communicate this directly to the leadership unit when required.

4.6 Phones

Think Pacific Expenses shall pay for a UK phone to be unlocked, or 1 x phone per Leader to be purchased, with a value of no more than \$80 where receipts show costs incurred. All number should be put into the phone and saved, and credit shall be provided per project from expenses also.

Communication is key on project, so it is imperative that phones are charged and with credit, so that leaders may be contacted / make contact. If power is limited, ensure 1 leader's phone is charged / available at all times.

Volunteers are not to have phones on them during 'project hours' when participating in workshops or programmes, or facilitating sessions for kids– Professionalism!

Leaders may have phones on them on vibrate in case of emergency, and be discreet when making calls if during project hours.

NB: Always call resorts / bus company 24 hours before arrival date / pick up to reconfirm timings and numbers!

4.7 Social Media

If you take photos and/or short videos that you believe may have value for TP's Social Media Platforms, please share them with your Project Manager wherever viable. For guidance please refer to the TP Social Media Guide.

Please note photos of children within a School compound MUST NOT be taken at any time.

NB: Leaders are not to post project based photos / videos on personal social media platforms until AFTER the Leaders De-Brief has been completed. When posting at that time, we ask you to tag #thinkpacific across all platforms.

4.7.1 Blogs

A Blog Template is provided to guide those volunteers who may be keen to write a piece for the website / social media platforms. The key is that it is not a 'diary entry', but a reflection piece across key areas on project.

NB: For each blog we then request 2-3 quality photos of the volunteer on project.

4.7.2 Ts & Vests – Volunteer Orders

At the start of the final week of project Leaders shall confirm if volunteers would like to order a Think Pacific T Shirt, and shall confirm this order with their project manager at least 5 days prior to the village departure date.

All Ts are **\$25 each**, and the colours available are **1) Black with White Print** or **2) Navy Blue with White Print**. (Orders can include both colour options depending on volunteer requests.) The Ts and

Vests shall have the **Province Name** on the back, for example 'Rewa Team' / 'Ra Team' / 'Kadavu Team', and shall be delivered prior to the final night of project.

The process for orders is:

- 1) Call Uniforms & Designs to confirm the Navy / Black Ts and Vests are available, prior to confirming order from team.

NB: Key contact – Manav – 9315308 / 7315308

- 2) Confirm Order with Team – Name / Ts or Vests / Size
- 3) Contact PM – Confirm Order (Via Text)

5. Project De-Brief

At the end of each project you shall attend a Project De-Brief with the Overseas Director and/or the Project Manager. This is a key learning mechanism for Think Pacific as an organisation to review the implementation of the aims and initiatives, reflect on the volunteer experience, and for your personal and professional growth and development in the role as Project Leaders.

The Project De-Brief shall include:

- **Leaders Feedback**
- **Admin Elements**
- **Learning Outcomes – Team Feedback**
- **Project Managers / Overseas Director Comments & Feedback**
- **1 to 1 Reflection**

As an organisation Think Pacific welcomes feedback and constructive criticism that allows us to improve, and as a Project Leader you must be open to such reflection.

Team Feedback

At the end of each project a Team De-Brief is conducted during R&R by the Project Manager / Overseas Director, to allow the team to provide their feedback on the project as a whole, including the Project Leaders across key areas.

NB: It is vital all volunteers attend the De-Brief as a key component of their feedback. If de-brief is in Nadi, the final time for volunteer sky dives would be 3pm, allowing all to be present at de brief from 4pm onwards. (Exact de-brief time shall be re-confirmed by Project Manager)

i) Health Care ii) Project Guidance and iii) Support & Man Management.

As Leaders you must understand it is a performance based role, and feedback from the 'clients' is essential to continued professional and personal development, and expected standards being met.

Examples of poor feedbacks provided on our Project Leaders are below as examples of how poor performance can be reflected:

Health: "Gave different advice for wound/health care = seemed confused and not assured = lack of communication."

Support/Man Management: 1) "At times questions were asked that seemed inappropriate and unprofessional and made PPP uncomfortable = leaders should ensure that it does not become personal, or a "gossip"." 2) Leaders struggled with relationship of leader to volunteer = tried to be your "best friend" early on, and then tried to establish respect and authority as "leader", but very difficult to do once the respect is lost."

The Team Feedback is however a part of a much broader 'review' process, including feedback from the Host Families, Turaga ni Koro, Youth Rep, Womens Leader and Project Managers.

As Project Leaders we MUST respect the team feedback process as an opportunity for our 'clients' to reflect on our performance, but we must not fear the team feedback and allow it to entirely influence our decision making process.

If acting in the best interests of Think Pacific, the Team, Community, School and Project as a whole then that is all we can ever ask of our Leaders!

6. Project Managers

Within Fiji Think Pacific has Project Managers to assist in the preparation, implementation and evaluation of our volunteer projects, and the Think Pacific Foundation (Fiji) initiatives. They shall be central to your personal and professional development, and are your direct point of contact and management throughout your time with Think Pacific.

Pastoral Care: To ensure they can provide Leaders with the level of pastoral care that we believe vital for your personal development and support in the role, it is vital that you are open and honest with the Project Managers, and share any problems or challenges that you may be feeling or facing.

NB: Whilst the Project Managers shall always aim to empower and motivate, ultimately they are overseeing the project delivery, including Leader and Volunteer safety, experience and impact.

Some key areas of their Project Management role, for you as a leader, are:

6.1. Team Briefs & De-Briefs: Your Project Manager shall attend the project briefing and de-brief, offering guidance and assistance to the volunteer team, and the leader team also.

6.2 Key Point of Contact – Project Phase: The Project Managers shall contact the Leader Unit every 48-76 hours to check in, and provide key support and assistance across core elements including volunteer healthcare, the aims and initiatives, team dynamics and the community. To ensure they are effective in their role, it is vital Leaders discuss key points to discuss with the Project Manager prior to any discussion.

NB: The Project Managers are the link to TP UK, and it is therefore vital that they are consistently and effectively updated by the Leaders so that TP is fully informed as required.

6.3 Project Visits: During your time on project the Project Manager shall visit the team and community, offering assistance and guidance when needed, whilst also providing an opportunity for feedback from the leadership team, and regular review of performance.

NB: It is vital that you listen and respond to the advice and requests of the Project Manager. Their feedback is a key learning point for you based on their extensive knowledge of TP Projects. Use their advice as a motivation to continue to grow and develop in the role!

6.3.1 Mid Project Host Family Meeting & Team Meeting: During their project visit the Project Manager's shall meet with the host families, and with the volunteer team, to gain feedback from them on the delivery of the project, and to highlight any strengths or weaknesses for discussion with the Leadership unit to improve the experience and impact for all.

NB: The Team and Host Families shall also have the opportunity to provide anonymous feedback or comment, to provide a means of raising issues that may be sensitive within the homes or team dynamic.

6.4 Leader De-Brief: Your Project Manager may be included within, and lead elements of, each leader de-brief following the completion of the project.

6.4 Discipline: The Project Manager's can also act on behalf of Think Pacific in administering written warnings to volunteers (verbal warnings can be given by the leader team itself), and, where necessary, the removal of volunteers from a given project for misconduct. The Project Managers are also a point of reference for the disciplining of leaders themselves when appropriate.

6.5 Grievance Procedure: If you would like to raise a grievance at any time during your employment with Think Pacific, the Project Manager offers your primary point of contact, as per the contract and code of conduct guidelines.

7. General

7.1 MIOT PACIFIC HOSPITAL COSTS

DESCRIPTION	VAT		PRICE
GP Consult in Rooms - Brief/Review	0.09	EA	23.7
GP Consult Std 7AM to 5PM M-F	0.09	EA	33.2
GP Consult Std 10PM to 7AM M-F	0.09	EA	48
GP Consult 7AM-10PM Weekend	0.09	EA	40
GP Consult 10pm-7am Weekend	0.09	EA	50
GP Consult Std 5PM-10PM M-F	0.09	EA	38.5
GP Medical Report	0.09	EA	51
Specialist Consult - Initial	0.09	EA	59.8
Specialist Consult - Subsequent	0.09	EA	40.85
Simple Dressing Package	0.09	EA	8.75
Medium Dressing Package	0.09	EA	17.65
Complex Dressing Package	0.09	EA	24.65
IV Cannulation & Infuse	0.09	EA	40
Bed utilisation	0.09	Hour	38
Treatment Room - Repeat Treat	0.09	EA	14.2
Treat Room - Half Day Rate	0.09	EA	136.8
(BSL) Blood Sugar Level	0.09		4.25
Dipstick	0.09		4.25
Admittance Deposit			1000
PATHOLOGY TESTS			
Standard Test Per Item eg Potassium	0.09	Each	5.75
Liver Function Test (LFT)	0.09	Each	30.35
Full Blood Count (FBC)	0.09	Each	18.6
Blood Culture	0.09	Each	39.8
Faeces Culture and Sensitivity	0.09	Each	39.95
Faeces Microscopy	0.09	Each	13.25
Sputum Culture/Sensitivity	0.09	Each	39.95
Swab - Nasal/Throat/Eye/Ear	0.09	Each	35.95
Swab - Vagina/Cervix/Urethra/Rectum	0.09	Each	35.95
Urinalysis - Dipstick/Microculture	0.09	Each	24
Urinalysis - Dipstick/Micro	0.09	Each	13.3
Dengue Serology	0.09	Each	40
Dengue IgG	0.09	Each	28
Dengue IgM	0.09	Each	28
Zika Virus - PCR	0.09	1	113.25
RADIOLOGY TESTS			
U/S Abdomen & Pelvis	0.09	Each	105.25

U/S Abdomen Only	0.09	1	72.3
XR Hand,Wrist,Forearm,Elbow or Humerus	0.09	Each	42.4
XR Foot or Ankle	0.09	Each	42.4
XR Leg,Knee or Femur	0.09	Each	65.6
XR Hip	0.09	Each	69.35
Chest (Ribs)	0.09	Each	54.35

7.2 R&R ACTIVITY PRICE LIST (APPROX)

- Sky Dive (Nadi):
Sky Dive Fiji - 14,000ft = \$780fjd, 12,000ft - \$695fjd, 10,000ft = \$647fjd Video/Pictures = \$220pp,
Combo = \$285pp
Free Fall Fiji - 14,000ft = \$790fjd, 10,000ft = \$680fjd Video/Pictures = \$225pp
- Zip Line (Pacific Harbour): \$210/person
- Shark Dive (Pacific Harbour): \$300
- River Rafting (Pacific Harbour): \$310/person
- Horse Riding (Beachouse/Nadi): \$20-30/hour
- Golf (Pacific Harbour): \$24 – 9 holes, \$47 – 18 holes

7.3 Contact Numbers

- Think Pacific UK = 00441132538684
- Harry (Head of Operations) = 7449678
- Danny (Head of Youth & Sports Officer) = 7449676
- Solo (Community Development Co-Ordinator)= 7449671
- Tusi (Community Development Co-Ordinator) = 7449675
- Dom (Community Development Co-Ordinator) = 7449680
- Laisa (Operations Manager) = 7449679
- Manasa (Community Development Advisor – TP) = 7089954
- Emergency Services (Fiji) - 911
- CWM Hospital = 3313444
- Miot Pacific Hospital = 3303404
- Fiji Womens Crisis Centre = 3313300
- Levuka Hospital = 3440088
- Sigatoka Hospital = 6500455
- Baggage Reclaim (nadi airport) = 6722777
- Immigration Department = 3312622
- British High Commission = 3229100
- Australian Embassy = 3382211
- French Embassy = 3310526
- Goundar Shipping (Koro & Kadavu) = 3301035
- Beachouse = 9929500 / 8680063
- Mango Bay = 6530069

- Uprising = 3452200
- Club Oceanus = 3450498
- Crusoe's Retreat Resort = 6500185
- Leleuvia = 8901049
- Smugglers Cove = 6726578
- Black Arrow Taxis = 3300139
- Holiday Inn = 3301600
- South Seas Hostel = 3312296 / Reservations = 3308644
- Sky Dive Fiji = 6728166 / Mobile = 9924079
- Free Fall Fiji - 7767073
- DHL Suva = 7733411
- Fiji Airways = 3304388
- Koromakawa Taxis / Rental (Pacific Harbour) = 3450567
- Legal Aid Commission = 3311195
- Robinson Crusoe Island = 6281999 / 7913900 / 7926535 / 8913900
- True Blue Hostel (Sigatoka) = 6501530
- Uniforms & Designs (Ts & Sulus) – 9315308 / 7315308
- Waidroka Bay Resort – 7734605
- Bamboo – 9338958
- Aquarius Resort – 6726000
- Narere Buses – 3343075 / 9994987