



# cisaustralia

Study | Intern | Volunteer Abroad



## WHY VOLUNTEER ABROAD with CIS Australia?

As a volunteer going to another country, it is important to make informed and responsible decisions about the program provider you choose. It is critical to select an organisation that is committed to sustainable practices, ethical engagement with host communities, and that considers the impact of its programs on the environment, host communities and volunteers.

[www.cisaustralia.com.au](http://www.cisaustralia.com.au)

# EXPERIENTIAL SERVICE LEARNING VS VOLUNTOURISM

At CISaustralia, we encourage our participants to understand the difference between “voluntourism” on one side of the volunteering spectrum, and a deeper, more culturally immersive experience that CISaustralia strives for – “experiential service learning”.



We want our participants to think and reflect about the impacts they are making in the various communities around the globe so that students can understand their experience on a deeper level – a very different experience to being a tourist!

In selecting volunteer partners and projects, CISaustralia looks for:

- ✔ **Sustainability and longevity** – Projects that are making a positive, long-term difference.
- ✔ **Structure** – Partners that have a clear track record for delivering quality programs, with strong risk-management profiles.
- ✔ **Experienced staff** – People who care and work closely with both communities and program participants.
- ✔ **Formal partnership** – CISaustralia has written agreements in place with all project partners and each have gone through a due diligence, risk assessment and quality assurance process.

CISaustralia engages in ongoing and detailed training with our program partners. Our staff regularly travel to these countries and communities – we meet the people we work with face-to-face and invest in close relationships. We have seen first-hand how local communities truly appreciate our participants and the way that our students and local communities have learned from each other. CISaustralia has been placing and supporting students on our volunteer programs for a number of years and have seen the ongoing positive contributions year on year.

Another one of our primary goals is for students to gain **academic credit** for their overseas program. This helps contribute to a more robust reflective process, a deeper understanding and critical analysis of the experience, and helps volunteers better understand their role and impact associated with their contributions. To date, we have achieved this goal, with **over 98% of our students receiving academic credit** for their volunteering experience abroad.

CISaustralia operates with integrity in a professional manner, with dedication to the highest standards of honesty, transparency and ethics. We pride ourselves in having the strongest global partners who are socially responsible and equally committed to their local communities and ethical practices.

We provide this document to inform you where your program fees go and to support your decision to volunteer abroad with CISaustralia.



Check out our video on YouTube that discusses Experiential Service Learning vs Voluntourism



"It is amazing. The kids are so beautiful. Helping a community of women build their community and teaching the children English were some of the best parts. Nepal was such a life-changing experience for me. It is 100 percent worth going."

**Nakita T**, La Trobe University, Rural Community Development in Nepal

### Program inclusions:

CISaustralia volunteer programs typically include the following:

- ✔ Volunteer project placement (sourcing and allocation)
- ✔ CISaustralia support before, during and after the program
- ✔ Academic advising
- ✔ Financial and budgeting advice
- ✔ Assistance with travel arrangements
- ✔ Detailed pre-departure guide and session
- ✔ Program orientation and program induction
- ✔ Meals\*
- ✔ Airport pick-up
- ✔ Airport drop-off\*
- ✔ Safe, clean and comfortable accommodation
- ✔ Excursions\*\*
- ✔ Program donation\*\*
- ✔ 24/7 on-site support – CISaustralia dedicated Site Director and/or Site Coordinator
- ✔ Participant survey and comprehensive program evaluation
- ✔ CISaustralia Certificate of Completion

\* Number and type of meals varies by program

\*\*Not included in all programs





# WHY VOLUNTEER WITH CISAUSTRALIA?

At CISAustralia, we aim to provide our participants with a rich and meaningful overseas program of the highest quality. We are passionate about what we do and are fully engaged with those we send abroad before, during and after their program with us.

Here is how CISAustralia stands out to provide you with the best customer service and highest quality program:

## High-Level of Support & Engagement

- ✔ Dedicated Program Advisor to offer you ongoing guidance and support before, during and after your program. Your advisor will help counsel you over the phone and/or email on topics such as academic credit, OS-HELP, scholarships and grants, government funding, logistics, insurance, budgeting and more.
- ✔ Access to the CISAustralia enrolment portal, with clear processes to ensure a smooth and stress-free enrolment process for you.
- ✔ Comprehensive program materials and thorough Pre-Departure Guide and session are designed to assist you with preparing for your volunteer experience.
- ✔ CISAustralia Site Directors and or Site Coordinators are in-country and available 24/7 for emergency response, in-country support, and cultural immersion assistance with orientation, excursions, activities, airport pick-up, etc.
- ✔ 24/7 support is provided by our on-site team.

## Passionate and Experienced Australian-Based Staff

- ✔ We are a team of travel and education professionals based on the Gold Coast who know the Australian education system, Australian universities and Australian students.
- ✔ Our staff has 25+ years of professional experience in the field of education and travel.
- ✔ Our staff visit our partners and programs regularly – investing in training, program knowledge and close relationships.



## Australian University Partnerships

- ✔ 98%+ of all CISAustralia students receive academic credit towards their degree from their CISAustralia program abroad.
- ✔ We have formal Partner Agreements with the majority of universities in Australia – allowing us to establish strategies for collaboration to work more effectively with each partner.
- ✔ We know our partner universities, their processes and the people who work there – working collaboratively to provide each participant with university-specific information about application requirements, academic credit, scholarships, OS-HELP and financial support.

## Health and Safety

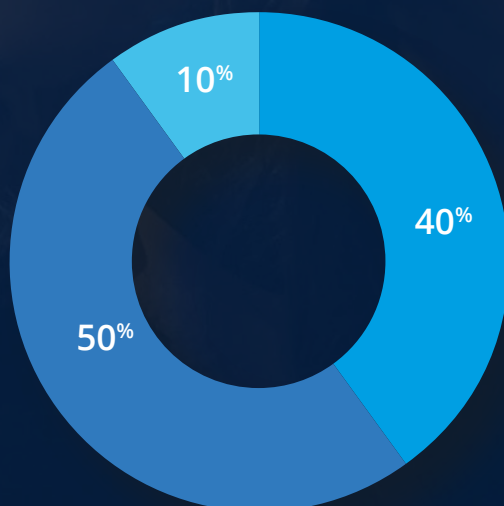
- ✔ CISAustralia partner Universities in Australia perform regular risk management and due diligence reviews to ensure best practices are in place.
- ✔ We are risk-management and emergency response specialists.
- ✔ Airport pick-up services are provided by on-site teams to ensure your comfort and safety on arrival.

"Don't hesitate. Everything about the on-site project was beyond my expectations. If you're thinking about it then you are already halfway there. I guarantee you that you will not regret it. I had no idea what to expect and honestly I couldn't have asked for a more amazing, supportive and life changing experience."

Jessica T, Federation University, Teaching in South Africa

#### WHERE DO YOUR PROGRAM FEES GO?

Average program split



Program percentage variances

PROGRAM PLACEMENT	50%
PROFESSIONAL SUPPORT	40%
OPERATIONAL COSTS	10%

*NOTE: Figures listed above are an approximation only and represent an average percentage across all CISaustralia volunteer programs. Some programs do not have a donation aspect and percentages can vary considerable from one program to another, e.g. community development to wildlife programs.*



**PROGRAM PLACEMENT (50%)** Program partner placement fee, placement sourcing and allocation, on-site supervision and support, program orientation and training, accommodation, meals, airport pick-up, transportation, excursions, program donation.

**PROFESSIONAL SUPPORT (40%)** Support from CISaustralia staff based in Australia, access to dedicated Program Advisor, access to online student portal, ongoing support via phone and email, ongoing student counselling, pre-departure guide and session, assistance with travel arrangements, financial budgeting and counselling, support during academic credit approval process, Certificate of Completion, administration fees.

#### OPERATIONAL COSTS (10%)

Office rent, utilities, internet, marketing costs, insurance, company tax, business registration, bank, accounting, compliance fees.



# TESTIMONIALS

## University and Partner Testimonials

"Through CISaustralia students are able to participate in real world hands-on environmental work in counties including South Africa, Peru, Tanzania, Uganda, Costa Rica and New Zealand. Over 500 Deakin University environmental science (wildlife and conservation biology) students have participated in one of the many CISaustralia programs and every student has come home having immersed in a unique international experience and in doing so contributed to conservation on a global scale."

**Raylene Cooke**, Associate Professor, Deakin University

"With the assistance of the CISaustralia participants, we have managed to engage and further a number of meaningful programs on the reserve such as the removal of alien vegetation, improve anti-poaching efforts, monitor the wildlife population and further the community outreach program with the local communities, amongst others."

**Shakir Jeeva**, Chief Executive Officer, Big Five Wildlife Management and Conservation in South Africa

"CISaustralia has been an integral part of our programs growth and success in the Philippines. The contribution of services extended through the volunteers has allowed the organisation to sustain most of the community-based projects even with limited resources. Volunteers who willingly accepted the challenges faced by the organization to make a difference to the lives of the less privileged."

**Helena Claire "Wimwim" A. Canayong**, Director of Operations, Community Development in the Philippines

"Through CISaustralia we are able to increase the number of participation in our program, reaching a wider audience, getting more hands to complete our on-going projects, and introducing more potential marine conservationists to the skills and knowledge they need to pursue their careers. We have had only great experiences with CISaustralia and the students they send to our program."

**Chad Scott**, Program Director, Marine Conservation in Thailand



Check out our video on YouTube about Rainforest Environmental Conservation in Peru



Check out our video on YouTube about Sea Turtle Conservation in Costa Rica



## Student Testimonials

"Totally immerse yourself in the community, culture and in the joy of serving people. In return you will be welcomed, loved and want to go back (or stay forever). The experience, teaching in the schools, understanding more about the education system and the culture in the Philippines were the best parts. The students were a pleasure to teach and so respectful. The staff were accommodating and helpful. Best three weeks ever!"

**Karlene A**, QUT, Community Development in the Philippines

"This has honestly been such an amazing experience. There isn't anything I can fault. The entire placement was one amazing day after another. The diving was amazing, the staff were amazing, the food was amazing. I can't speak more highly of it. I loved every minute of it and will remember it for the rest of my life!"

**Amber M**, Deakin University, Marine Conservation in Belize

"This was one of the most wonderful experiences of my life! Well run, ethical program that gave me the opportunity to partake in a diverse range of activities including teaching English, assisting with water runs to villages and teaching sports to the school children. I had wonderful support from the staff. I would recommend this program to any student or aspiring volunteer wishing to learn more about Khmer culture and help some children truly in need. I found it a truly refreshing and humble experience that filled me with so much joy."

**Lachlan K**, Flinders University, Teaching and Community Development in Cambodia



Check out our video on YouTube about  
Community Development in the Philippines



Check out our video on YouTube about  
Marine Conservation in Thailand



# Creating Opportunities *Changing Lives*



LET'S TALK ABOUT YOU.  
GET IN TOUCH.

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