

**Report on 31st New Zealand Friendship Force Conference
Held at the Pukekura Function Centre in New Plymouth,
10 – 12th February, 2016**

Summary

The Conference was attended by 120 delegates from 18 New Zealand clubs and Jeremi Snook, CEO FFI in Atlanta. It was a very well organised and funded event. Several major Taranaki businesses contributed to the funding and the local Taranaki club members had worked hard to fundraise a significant sum for the conference.

February 10

Day one's agenda comprised:

President's meeting (chaired by Colin Ridge)

Bus Tour for those who wished to take advantage of that.

Leadership Seminar, run by the Field Representatives

Official opening in the evening. (6.15pm)

Evening speaker – Peter Tennant (former Mayor of New Plymouth)

February 11

Day Two's agenda comprised:

Report back from President's meeting

Talk by CEO FFI

Fonterra speaker, Scott Walls

Open plenary (chaired by Colin Ridge)

Megan Stewart – extreme athlete (motivational speaker)

Shell speaker, Greg Lester from the Maui Platform

Conference Dinner (evening)

February 12

Day Three's agenda comprised:

Promotion for 2017 Conference in Christchurch

Address by CEO FFI

Handing over the banner

Close – lunchtime

Report on Day One

Morning Session

The President's and Leaders meeting was chaired by Field Rep, Colin Ridge, and supported by Ross Stevens.

Present:

FFI: CEO Jeremi Snook

Field Reps: Colin Ridge (Chair), Ross Stevens, Debbie Lattey, Roz Bridges.

NZ Officers: Robert Cooper (Financial Services Officer), Eric Scott (Webmaster)

Club Representatives:

Ak/Nth Shore: Margaret Modricker, Pat Wrigglesworth

<u>Christchurch:</u>	Barry Turner, Eric Scott, Heather Ponder
<u>Gisborne:</u>	Bryan Chubb
<u>Hamilton & Waikato:</u>	Jan Alderton, Heather Adlam
<u>Horowhenua:</u>	Lois Woodgate, Heather Haines
<u>Kapiti Coast:</u>	Beverley Taylor, Allan Taylor
<u>Manawatu:</u>	Bernard Letts, Stewart Picken
<u>Marlborough:</u>	Judith Kerridge, Gillian Mutch
<u>Napier:</u>	Jenny Stevens
<u>Nelson:</u>	Apology
<u>New Plymouth:</u>	Rod Walker, Raewynne Rossiter
<u>Otago:</u>	Anne Dougherty, Rona Potiki
<u>Southland:</u>	Apology.
<u>South Taranaki:</u>	Ian Wards, Margaret Holmes
<u>Taupo:</u>	Aline Fletcher, Jo Tinworth
<u>Tauranga BOP:</u>	Don Barnes, Audrey McLoughlin
<u>Thames-Coromandel:</u>	Chris Hovell, Colin Hovell
<u>Wairarapa:</u>	Apology
<u>Wanganui:</u>	Ngaire & Garth Barlow, Donna Hall
<u>Wellington:</u>	Rhys Morris, Lyn Morris
<u>Whangarei:</u>	Gwendolyn Needham, Peter Geange
<u>Observers:</u>	Several were present but names not obtained.

Apologies: as listed above.

Minutes: 2014 Conference as circulated – Moved Debbie Lattey – Seconded Ross Stevens.

Matters Arising:

FR Robert Campbell – Suggested that to help clubs in their administration, a sample set of Rules and/or Bylaws be set up. The FRs discussed this and decided not to do this. There are samples on the FFI website, and several clubs would be able to offer theirs as a prototype to work from.

Reports: (Reports at bottom of these minutes)

Financial Services: Robert Cooper (NZ Banking Scheme). Specific request for clubs to set up internet banking to facilitate funds transfer, or at least go into the bank to make transfers. Cheques are not really acceptable due to the clearance time required which makes the exchange rate quoted obsolete.

Webmaster: Eric Scott.

E-Flyer: Colin Ridge. Request that dollar amount of exchanges be advised by EDs. There seems to be a reluctance to do this, and anyone 'shopping' always wants to know the cost of their purchase before proceeding.

Field Reps: Colin Ridge. Covered two years activities including end of term for Robert Campbell (replaced by Debbie Lattey) and Roz Bridges (replacement to be announced at the Conference proper).

Status of Exchanges:

- Clubs wanting to promote during Conference for 2016 - Wanganui/Otago, Hamilton & Waikato, Whangarei, Napier, New Plymouth.
- English Language Exchanges – Debbie spoke about the success of last year's exchange and plans to run one or two more this year. Four clubs have already indicated interest. Probably 2 x 7 day weeks, instead of the 2015 format.

Request from Whangarei – separate business from personal stuff otherwise it is difficult to decipher. Please put ID at the bottom of emails.

Comments from FFI Representative: Jeremi Snook.

- He had three first tasks when assuming office (1) Moving office down the road, (2) Fixing details for the new Database, and (3) Preparing a balanced budget for 2016.
- Plans to make FFI more transparent.
- Training and Encouraging Leaders to 'make things happen'. The Strategic Plan asks clubs to set a goal, carry it out, and report to FFI.
List of issues –
Move the office (completed).
Fix the database.
Build the 2016 budget from the ground up and balance the budget for 2016. The FFI budget is on the website.

Matters raised for discussion by Clubs & Field Reps.

Item 1. The FRs propose an annual levy of \$2.00 on each member to help finance the FFNZ Field Reps operation. This levy would incorporate the existing \$1.40 per member already being paid as premium by those clubs involved in the Public Liability Insurance scheme, so this is effectively an increase of only \$0.60 per member for these members. For those clubs not in the scheme, the levy would be \$0.60 per member. Moved Ross Stevens / Anne Dougherty.

- Following discussion, the motion was withdrawn and re-moved in two parts with the same mover and seconder, ***and this subsequently passed*** -
 - 1. There will be a compulsory accountable annual levy of 60 cents per member to support the Field Reps operation, and**
 - 2. The Public Liability policy will be continued as now – ie – the total premium will be divided among those clubs taking part on a per head basis, likely in 2016 to be in the vicinity of \$1.40-1.60 per head.**

- Barry Turner agreed with the levy, but asked for a budget to show the reason it was needed. Answer – FR operating expenses at present are not high and tend to ‘arise’ rather than be pre planned. Because they have not had a regular source of income, the FRs have not at this stage planned any expenditure, but will now be able to take some initiatives. The account has existed for several years but is gradually depleting, and has no ongoing source of income. This future proofs things and enables FRs to take some initiatives. If motion is passed, ideas can be developed.
 - As further explanation, the FRs currently claim certain expenses such as mileage, conference fees and sundry from FFI, but these are not nearly enough to cover the total costs.
 - Barry also asked that accounts be produced to this meeting in future. Yes, this is the intention.
 - Rhys Morris also asked if the FRs could put out a budget. Answer – there has not been an effort to do this as various FR expenses tend to ‘arise’ rather than be pre planned.
 - Margaret Scott asked what sanction could be applied if a club didn’t pay. Answer that it would be difficult to do so, and it was hoped that this situation would not arise.
 - Question about the FFI Balance Sheet – this is on the website although difficult to find.
 - With regard to the Public Liability Insurance, all clubs presently involved were asked if they wish to withdraw, and no club indicated this. It was requested that any club wishing to do so give the FRs 6 months’ notice so adjustments in the cover and premium can be made. Note that the policy is due 20th March. The two clubs that do not belong are again to be approached.
 - The premium payable by clubs will continue to be on a per head basis – ie – the total premium divided by the total number of members insured. This is expected to be slightly higher this year as Howick club no longer exists so perhaps in the \$1.40-1.60 per head range.
 - If a club intends to pull out of the insurance scheme, six months’ notice is required.
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- **Item 2. Question - Is there any need for a FFNZ Domestic Exchange programme?** General consensus was No.
 - **Item 3. The FRs consider that the time is right to change to a more interactive website.**

- The FRs asked for a new website because they understood that the existing site could not be expanded to include two more heading 'Members' and "Field Reps' (both of which would need a password). At present, FR Colin holds considerable information on his computer that should be available to members and FRs, and as he only has twelve months left in his FR term, this should be attended to now. NZFF is looking at the NZ website for storage.
- Eric Scott spoke against this citing both font and background of proposed site being unsuitable. He added that he considered that the existing site could be adapted to cover the FR requirements. Also the existing site costs only about \$40 per year whereas the new one would cost \$207.
- After discussion and suggestions, the matter was left for the FRs and Eric to sort out options.
- Chairman Colin asked whether clubs were happy with their contact details being freely available on the website, and there was no objection to this. In fact the opinion was expressed that having contact details was useful for the public to contact club members.
- Our club needs to check how the Wellington website originated and what advantages it has.

Future Conferences:

- **2017** – Christchurch 8-10th February.
- **2018** – Two clubs are being approached.

General

- Awards – Colin asked if there were any entries for the two Communication Awards. There were none, so the decision is that these will not be presented this year, and the FRs will look at changing the criteria for the future.
- Question box in registration area for questions for Forum Discussion Thursday 1.25pm.
- Chairman Colin reiterated that he only sends emails to the **President & Secretary** in each club - OR another leading officer if either of these people does not have an email address. But always at least two recipients. These emails always start with 'Dear Presidents and Leaders' so they are easy to identify.
- Retiring leaders, please - when handing over to new Officers, please pass important information to assist them. Such as the Charter Renewal process, Change of Officers, and general information about FFI and your club.
- Often emails are received from people who only put their Christian names. This means that the recipient has to go back to find out who the sender is before replying. Please add your surname and club in

communications. Gwendolyn Needham suggested that business and personal matters not be included in the same email.

- A reminder about FF World Friendship Day 1st March. A good time to make a donation to the Legacy Fund which is used for club renewal and development.
- A reminder to think about awarding a Wayne Smith medal to one of your leading lights. Cost is US\$500 and funds go to the Legacy Fund.
- Ian Ward asked if FFI fees could be quoted in NZ Currency. This is not practical for the FFI Exchange Fees, but quite okay for the Host Club Fee providing it is above the equivalent of US\$100 provided for in the Exchange Policies. Robert Cooper suggested that budgeting for outbound exchanges is better done using US\$0.60 to NZ\$1.00, as this would give a buffer against variations, and money can be refunded if too much is held. Jeremi Snook added that FFI have changed banks to Bank of America because they offer better currency opportunities.
- Question about the US\$10 Domestic Exchange fee. Colin replied that this is a fee for the privilege of using another club, just as is done for overseas outbound exchanges. The matter will be further explained at the Leadership Seminar this afternoon.
- Rhys Morris was concerned that Next Gen was becoming akin to a travel club. Jeremi Snook replied that Next Gen had changed since its formation, and the process needs rebranding and reworking, and he will be looking into this.
- Concern was expressed that Global and Themed Exchange often had no ED as such and therefore no one to manage problems. Cited the Arts and Crafts Exchange where some ambassadors had dietary problems, mobility problems and even dementia. Jeremi replied that the organisers of these types of exchanges (usually the host clubs) need to vet ambassadors carefully, and FFI already has policies and systems in place for this to happen.
- Regarding the 'fill the seat' policy, it was suggested that many who travelled using this were not prepared to host. Jeremi Snook replied that both ambassadors and hosts were needed, because without the former, there would be no need for the latter. He added that he is planning to introduce a programme (with Matthew) to measure the effectiveness of all exchanges, and to record the details and limitations of individuals and clubs taking part.
- Discussion on FFI Cruises and the relevance of these. Are we just a travel club? Jeremi replied that these do have relevance as long as there is an FFI component involved, and it is useful for those with mobility problems.

- Is there a minimum number for an exchange? Reply - it is really up to the club(s) involved to decide on this, but small exchanges are not encouraged by FFI.
- There is a suggestion that the auxiliary officers (Webmaster, Financial Services Officer, E-flyer Coordinator) be included in FR meetings. This has been discussed by the FRs and Jeremi, and no change is planned at present. There are questions as to whether they could add much to the actual FR operation, and there are also extra financial costs that would be incurred. Still a matter under discussion.

Meeting Closed at 12.30pm.

For record purpose, winners of Awards in 2016 were:

Communication Speaking and Editorial – not awarded, Overlander – Manawatu, FR Award (Membership) – Manawatu, Bone Trophy – Kapiti Coast.

Reports to the 2016 FFI Conference

FFNZ Website (www.friendshipforce.org.nz)

Report from Web master

I was able this year (2015) to get all the 2016 exchanges up on the website earlier than I had in previous years because the information was supplied earlier. This was a good consequence of the changed timetable and process for reaching the “It’s a Match” stage instituted for the 2016 exchanges.

However, it was a significant job to extract the New Zealand exchanges from the combined Australia and New Zealand list sent out by FFI. I would repeat that I would appreciate it, when dates are settled, that clubs advise me if the dates differ from what is on the website (the month is sufficient); I can keep the website up to date only if I am sent details of any changes.

Some clubs updated their profile information this year. However, there are still four clubs whose pages have not changed since they were set up in 2010 and two have not changed since 2011; I suggest that it is well past time they were reviewed and updated. You can see when your club page was last updated by scrolling to the bottom of the page. Surely at least the “Contact” email address needs to be updated.

Though I received the new club officials’ details well before Christmas I have not, at the time of writing, been able to make the changes on the website.

The reason is that in mid-December I updated to Windows 10 and since then have not been able to access the ‘back’ of the website (I had other problems also). Others who have also installed this update may be getting the same two ‘error’ messages I get when they access the ‘front’ of the website.

Fortunately, for visitors to the website, it is possible to access everything but with the annoyance of the messages across the top of the screen. I have

contacted the site designer but so far do not know if it is he or I who has to make changes in order that things behave normally with Windows 10.

Eric Scott

NZFF webmaster

7 January 2016

(mescott@clear.net.nz)

FFNZ E-flyer Report.

The NZ e-flyer has now been operating since 2008 and continues to be the main vehicle for promoting exchange within and outside NZ. The move to combine with the Australian e-flyer to produce the 'South Pacific e-flyer' has opened exchange up to the Australians – just as the reverse has applied to them.

The process remains the same –

1. FFI advises the exchange programme.
2. Clubs through their EDs that wish to do so advertise their exchanges through the process.
3. This information gets sent to all FFNZ and FF Australian members who have their email addresses listed.

Probably the biggest issue I have is that most EDs do not seem willing to advertise the **\$\$\$ Cost** of their exchanges – or even a rough estimate along the lines of 'approx \$4-5, 000'. I find this incongruous as in normal life, people will not naturally purchase an item without knowing the cost. Yet most EDs seem to consider members will join their exchanges without this information, even though the ED must have already gathered this information in their planning. Please encourage your EDs to think about this.

Colin Ridge,

NZ E-flyer Coordinator.

8th January 2016.

Field Reps Report 2014-15.

This report will cover the two year period since the last Conference in early 2014.

The Field Reps for 2014 were Colin Ridge (North NI & Coordinator), Ross Stevens (Central NI), Robert Campbell (South NI) and Roz Bridges (South Island). For 2015, Robert was replaced by Debbie Lattey. Roz Bridges completes her 4 year term about now and her replacement will be announced at the 2016 Conference.

During the year, the NZ Field Reps continued to carry out their duties as the link between the clubs and FFI with visits to clubs and Field Days being made and by phone at other times.

Regular contact was kept with clubs, several of which were visited. Congratulations to Christchurch, New Plymouth and Wairarapa in 2014, and Nelson, Wellington and Whangarei in 2015 for achieving their 30th anniversaries.

Sadly, we recently lost Howick club. They just found it too hard to keep going, and we will miss them.

All Field Reps attended the NZ Conference run by Manawatu in 2014, and met in Wellington early 2015 at the time in February when the NZ Conference is normally held (thanks Wellington for hosting this). They took the opportunity to receive a day's training from FFI's Matthew Nidek, and found this stimulating and interesting. This training will form the basis for the Leadership Seminar to be held at the 2016 Conference.

The Field Reps were heavily involved in the planning and manning of the successful FFI World Conference in Auckland October 2014. They have also held mid-year meeting as usual, in 2014 at the home of Janet & Colin Ridge in Taupo, and in 2015 at the home of Roz & Barry Bridges at Blenheim.

Congratulations also to those clubs that have had run membership drives this year resulting in a membership increase in the whole of NZ. We are showing the way in this. To those clubs that have not yet taken up the challenge, have a go because the results are well worth while.

This has been a good year for the Field Reps and for FFI in New Zealand generally.

Colin Ridge,
NZ Field Rep Coordinator 2014-15.

2015 NZ Financial Services Rep Report.

I have just completed my fifth year in this role and again my thanks go to Matthew Nidek and the staff at Atlanta for their assistance while I have been travelling, in picking up the reins when I have been out of communication.

I was fortunate to be able to attend the FFI conference in Vancouver and again meet with several of the staff, board members, and field reps from around the world. This was quite invigorating and informative.

The problems that we had with the timing of receipt of host fees seems to have been addressed by FFI and funds are presently flowing in a timelier manner. It appeared that there was a problem with a number of ED's either ignoring / or not being made aware of the FFI Club and Exchange Policy timelines. These are clearly set out on the policies that are available from the FFI website.

I would appreciate if clubs ensure that their EDs are aware of the financial timelines. While I also realise from experience that the delays can be in the communication with the other ED, which may be for a variety of reasons, I believe that making sure that all communications relating to the exchange are copied to your contact in Atlanta can alleviate some of this communication problem.

It also helps to have the program and costing agreed at the commencement of the exchange, not at the last minute.

Generally this year everything has run reasonably smoothly. However we have had some problems in the past few months caused by:

1. Funds being banked into the wrong FFNZ account. PLEASE ENSURE THAT FUNDS ARE BANKED INTO THE ACCOUNT NUMBER THAT IS ON ALL OF MY PAYMENT ADVICES. Arranging for the transfer of funds from the other account (that I have nothing to do with) results in at least two visits to the bank by one of our Field Reps.
2. Delays in the banking of funds. When I send out payment advices I provide an exchange rate that applies for 5 days. Generally if I have **cleared** funds available in my account then the exchange rate movement does not affect me too much. However with the volatile exchange rate over the past 6 months there have been times where Atlanta have borne the exchange losses.
3. The other problem with funds transfers / banking is that some clubs bank cheques into the NZ FF Trust account. Because of the clearance times on the cheques my five-day deadline is often exceeded by a number of days.
4. I would suggest that all clubs should explore the use of Internet banking for payments. This way the funds are available immediately. I am aware that most of you have two signatories on cheques / payments for security reasons, however perhaps you should consider changing this method of dealing with the banks so that one person can deal with the electronic banking and you put in other checks and balances to ensure that the funds are being correctly dealt with.

To those clubs that confirm receipt of hosting fees I thank you.

For all others it would be nice to know that you received the host fees into the correct bank account.

That's it for this year.

If you have any questions please don't hesitate to contact me.

Robert Cooper, NZ Financial Services Representative.

Day One – Afternoon Session

The afternoon session was a Leadership Seminar, chaired by Colin Ridge. With FFI reps supporting.

- **Introduction**
 - Since our last Conference two years ago, so much has happened FFI-wise.
 - FFI have introduced several new ideas and initiatives and there have been changes to the policies.
 - None of these are new to you as they have all been advised to your club.
 - This seminar is to explain and inform about these initiatives and changes.
 - It is not possible to do this within the Conference proper, hence one reason for this seminar.
 - Another reason is that under **Initiative 4** of the new **Strategic Plan 2015-18**, we are required to *'add a one day component of leadership development to national meetings'*.

- **Brief Introduction to FFI Documents** and other things that will form the basis of the Seminar.
 - **Club and Exchange Policies** – the FFI bible –
 - Sets out relationship between Board, Staff and Club.
 - There are 14 pages divided into three parts
 - Part 1 (2 pages) – Index
 - Part 2 (1 page) – Club Policies – Sets out Relationship between club and Board / FFI Staff – Club Charter, fees.
 - Part 3 (11 pages) - Club Exchange Guidelines for Clubs & EDs – more about this later.
 - 1 - Policies are set by Board, and Staff cannot vary these or grant concessions – don't ask them to.
 - 2 - Submissions may be made through FRs or Staff, but don't expect an early resolution as Board only meets twice a year to discuss these.
 - More detailed discussion later.
 - **The Strategic Plan 2015-18** – the 8 Initiatives
 - 3 don't affect clubs – aimed at HQ.
 - Other 5 all have things which affect clubs and members, and these will be incorporated as we go along.
 - **Exchange Guidelines** – ED planning for Outward Exchanges (more about this later)

- **FFI Board Structure and Duties (and FFI Finances) and FFI Staff and Duties** were outlined in a power point.

- **Exchange Programme allocation process ‘exercise’**

- Has your club ***not*** been allocated a club that you have requested? Did you often wonder why?

Possible reasons:

- Did your club make an application?
- Was your application late?
- Was there a club in that area?
- When you applied was your timing not available ?
- Did they have enough hosts to accommodate your ambassadors?
- Was the host club prepared to host

Possible ways to be allocated the club’s of your request:

- Discuss with your members of where you would like to be hosted. Make a club decision.
- Have you considered contacting the club you wish to visit and arrange your own exchange with them? This is known as a Mutual Exchange.
- Ensure that you have your application in on time and with options. Timing is also important.

How would you like to match up exchanges (be in Kristin’s shoes)

- We undertook a mock matching exercise in groups of 4.
- With all the information that FFI asked you for when you applied for an exchange and history of exchanges.

Evaluation questions we were asked following the exercise:

- Was any hosting obvious to you?
- Were you able to match up all clubs?
- Was there a club without a hosting?
- If so why?
- Are you frustrated with what you were unable to do?
- Now you know how Kirsten feels.

Outcome:

- What can we do to help the situation and not get frustrated?
- Have our application in on time.
- Would it be worth getting an invitation from the club you wish to visit?
- What ever you do to achieve your request it is up to you.
- So just do what it takes to achieve your exchange request.

- **Exchange Policies –**
 - **Club & Exchange Policies**
 - Items covered below sourced from questions at Field Days, through email enquiries, and from the Communique received last November advising of the changes.
 - First Change (last November) - Layout has been redrafted and policies have had sections added and changed. Suggest you familiarise yourself with this layout.
 - **'Fees' for Exchanges** – which provide over 70% of FFI's income - three kinds
 - **International Exchange Fee** of \$140 per week – **Section 4B** – already familiar to clubs -
 - unchanged for many years, and are being reviewed at Board meeting early 2016 and inform by April 1st.
 - **Host Programme Fee** – **Section 4K** - provision for agreed extras above \$100, BUT does not cover transport costs between clubs.
 - **Stopover Hospitality** – **Section 7C** - \$20 per night.
 - **Domestic Exchange Fee** – **Section 5A** - \$10 per day.
 - **Domestic Exchanges** – **Section 5A** – report within 90 days so FFI can include in their calendars.

- Often heard that this fee is only an income earner for FFI.
- Quite right, it is.
- All organisations need to have sources of income.
- The big picture is that 'Exchange fees' form over 70% over FFI's Income, and Domestic fees form part of this.
- Consider the overall situation - FFI have established a network of clubs throughout the world, and it is only reasonable that they charge a fee for the privilege of using these.
- For International Exchanges, the fee averages \$20 per day, which includes two components – staff input and the privilege of using an FFI club.
- For Domestic Exchange, the 'staff input' component part is not used, but the privilege of using as FFI club is used, and it is only reasonable that there is a payment for this.
- The \$10 per day is a fair amount for the privilege of using their worldwide network.

Comments from attendees:

Inward and outward bound exchanges – apply for 2 exchanges in stead fo one.

Contact a host and ask them to request you. (Must be in by 15 August).

Get your application in on time and give options.
Domestic exchanges need to report to FFI within 90 days.

Club and exchange fees

Suggestions from Wellington – that Australia be regarded as a domestic exchange. This was based on the situation that Europe (many countries in Europe) is regarded as a “domestic” as is the USA. Based on distances travelled from one side of the US to the other, Australian distances come well within the “Domestic” category.

- **Payment by Credit Card** – **Section 8C**
 - This will now incur a 3% processing fee.
- **‘Recruiting Ambassadors’** **Section 9B & 9C -**
 - **Recruitment & Selection** process – **Sections 9B i & ii** – Nothing really new here.
http://www3.thefriendshipforce.org/downloads/Ambassador_Selection_Packet.pdf
 - Note that FFI Policy is that *‘prior membership in a club should not be a requirement to apply for an exchange but clubs may, if they choose, ask new members to become a club member when joining their first exchange’* **Section 9-b-ii.**
 - **Workshopping** – **Section B1** mentions *‘recruiting and preparing’* and **Section F-2-c-iv** refers to other community people *‘all the same material that is provided the local applicants at the exchange participation workshops’*.
 - **Recruitment From Other Communities** – **Section 9B iii**
 - For various reasons (mainly aging), it is harder to fill exchanges from within club or area, so recruiting from Other Communities is encouraged.
 - In fact, it is now mandatory under the **‘Fill the Seat’** policy – **Section 9C** – Ross to talk about how this works. This is part of **Strategic Plan 2nd Initiative**.
Strategic Plan: Setting FFI on a Sustainable Course.
 - **Fill the seat Policy**
 - Is you exchange full?
 - Is you exchange 100 days out from departure?
 - Is your exchange advertised on the FFI on line exchange programme?
 - Do you want your exchange full?

Benefits to your exchange when filled:

- When your exchange is full, this will lift the morale of the ambassadors and leaders.

- When you have ambassadors from other clubs this builds friendships like another exchange.
 - This is even greater accentuated when you have international ambassadors join you in your exchange
 - Full exchanges are easy to programme for the host club
 - Sometime harder to for the host club to find hosts.
 - And so much more fun.
- **'Earned Seat for Ambassador ED'** –
 - Does your club have a policy for this?
 - **Section 4G** - Provides that an ED can have an 'Earned Seat' to cover (a) travel costs to and from destination, (b) tour costs that are part of the programme, and (c) Host Club fee, but (d) Not other expenses.
 - Wellington club has a policy on this and there is no provision for an ED to have a earned seat.
 - **Section 4G** – Also recommends that clubs should adopt their own policy.
 - Recommend that you have a policy of 0%, or 5%, or 10%, or whatever.
 - **'Health & Mobility policy'** – **Section 9F** - ambassadors are required to answer honestly, but many overestimate their mobility. **EDs should check with Presidents and other contacts. Use FFI in need.**
 - **'Travel Insurance'** required – **Section 9I** - legal waiver available – contact FFI for this.
 - **Homestay.Com** – **Section 3** –
 - This can only be considered as an alternative to Hotel or B&B Accommodation.
 - It does not easily form part of an exchange as there is unlikely to be exactly the number of hosts required in one area.
 - There can be difficulty getting to hosts homes.
 - There are less benefits to Ambassadors.
 - There is a payment involved some of which goes to hosts.
 - Still a work in progress as is shown by the 2017 review indicated in the policy.
 - **Guidelines' for EDs** – Tick the box set of guidelines for EDs.

- **Brainstorming Session (4 Groups)**

How are we going to

1. Overcome Resistance to Technology
2. Create Partnerships in your Community
 - Service clubs such as Lions, Rotary, 41 Club etc.
 - Anne from New Plymouth suggested P.I.H.M.S. (Pacific International Hotel Management School) which operates in New Plymouth and which attracts international attendees.
 - A.F.S (American Field Scholars). It was suggested that Friendship Force was just adult A.F.S.
 - Communicate with Councils in our areas.
 - U3A Groups.
 - WEA.
 - Travel Clubs.
 - Probus.
 - Habitat for Humanity
3. Overcoming Resistance to FFI Fees
 - FFI fees are set by the FFI Board.
 - They have costs to meet.
 - Therefore we must accept them.
 - If we pay no fees we have no origination.
 - We all hate paying out extra.
 - How can we overcome the ambassadors resistance to these fees ?
4. Make Exchanges More Fun

Specialised Exchange Programmes – covers both Inward & Outward Exchanges –

Background.

We are all familiar with the Club-to-club exchanges that have been part of our history since the beginning.

But over the last 5-10 years, these have gradually become fewer in number and fewer in Ambassadors.

What used to be a 20-25 Exchange is now more likely to be 12-15.

Sure there are very good reasons for this but that is another issue.

So FFI had to look for alternatives to keep the organisation going, and the result was the various Special Exchanges that are now taking over more and more of the Exchange Programme.

Take a note of the January Communiqué which has these Special Exchanges listed for 2016. There are 28, and there will be more as the year goes on.

Special Exchanges are now very important to Friendship Force as they provide 31% of Ambassadors (as against 39% for club-to-club)

Covered in **Club & Exchange Policies Section 2** and **Strategic Plan 1st Initiative** and includes

Global Exchanges – Section 2b – refer handout.

b. Global Exchanges are designed to attract ambassadors from anywhere in the world. Often they will have a specific theme or a focus on cultural understanding. Increasingly, global exchanges are organized entirely by the host club, with ambassador recruiting taking place via Internet marketing provided by FFI.

facilitates and helps them.

Most common is Clubs organise and host them, and FFI helps and facilitates them

In each case, there is a little or a lot of staff time is involved.

Please look at the Global Exchanges so far planned for 2016. These are taken from the January Catalogue. There will be more.

There are 28 Exchanges in total, and NOT ONE involves a NZ club.

Question – are we missing out on opportunities?

Are we contributing our share towards the FFI programme?

Discover Exchanges – Section 2c – Philippines

An example is Colin's recent trip to Philippines.

Discover Exchanges provide a comprehensive itinerary that combines short home stay experiences with travel and cultural activities in the region. The destinations are often **regions targeted by FFI for new club development.**

Partnership & Contract Exchanges Section 2d – partner with another organisation – eg - Homestay.com.

Themed Exchanges (usually Inbound) – **Section B2a** - Those with a common interest such as education, humanitarian, language, etc – normally but not always run by host club. **This is part of Strategic Plan 1st Initiative.**

Themed Exchanges add a special focus to the homestay experience. Themes may be related to shared interests (*hiking, biking quilting, wine making, cultural events, cross cultural discussion forums and multigenerational groups*), education (*teachers or students*), humanitarian projects, language learning, etc. The ambassador ED works with FFI and the counterpart club to design a unique itinerary and then recruit ambassadors who share an interest in the theme. The ambassadors may be from one or several clubs, or the exchange

Themed – Ideas in NZ could include

Themed exchanges:

What are these? Common interest, educational, humanitarian, language.

Thoughts for themed exchanges

- Follow the Pioneer (Historical Exchange)
- Follow the Gold Trail.
- Get all Shock up.
- Tramping NZ.
- Fresh and salt water fishing.
- Golf Tours.
- Wine through NZ.
- Farming the Kiwi way.
- Beautiful gardens.
- Celebrate your club Anniversary.
- Hobby exchange.
- Specialty exchange in your area.
- 4 wheel drive journey.

Could your club host a themed exchange?

Make Your **Inbound Exchange** more interesting for both members and Ambassadors

This is **Strategic Plan 1st Initiative** and **3rd Initiative**.

Keep exchanges fresh so your own members don't get bored

Increase hosting capacity by approaching community.

Visit a school.

Wine tasting with bottles in brown paper bags – competition to see who can name the most wines correctly.

Welcome signs to give a good first impression.

Have a 'wish' day (with costs) for extra activities or allow resting.

Balance programme – **keep activities local** so you don't tire your guests out with travel.

Introduce a **cultural element** – make poi, teach a Maori song and poi dance

Explore **different methods of transport** (tractor ride, push bikes, horseback riding)

Connect with **animal life and nature**

Visit **local events** such as school fêtes

Play games – croquet, lawn bowls etc.

Have a **craft day!** Get creative ...

Visit the local markets to buy food and cook a traditional meal together!

Include **volunteer component** – e.g. take on *Meals on Wheels* drop-offs

Join a **walking group**.

Take men to **Menzshed**.

Put in small groups, give a **question sheet** to find answers.

Add something to pot-luck dinners – e.g. singalong, teach poi dance, chicken dance, hokey tokey, heads shoulders knees & toes etc.

Keep the food light – no need to over-feed, esp. at lunchtime.

Use ice-breakers at welcome functions – ‘Find someone who...’ or try a matching game.

Take out sailing in small boats and give water pistols to fire at each other.

Use co-hosts, who have equal responsibility for looking after ambassadors but don’t host overnight.

In summary:

Consider spending more time **entertaining and getting to know your guests** and less time sightseeing – keep exchanges fresh!

Play games, sing and dance together, have a craft day, cook traditional meals together - **do something different!**

Invite all your club members to be part of entertaining your guests - it can be a great team-building exercise.

The report above refers to the seminars on Day One. Notes were not taken for the speakers who had funded the conference or were motivational speakers.

The Conference Dinner was excellent. The meal was good quality and the entertainment was excellent and most appropriate for the group.

Rhys Morris
President.