SERVAS INTERNATIONAL CONFERENCE
ANTIGUA GUATEMALA
APRIL 1998
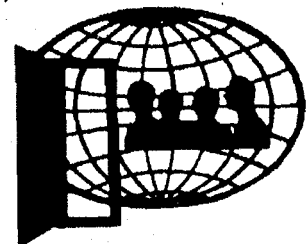
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SERVAS

Vibeke Matorp (Exco, Denmark) opened the session with a few words in remembrance of some extraordinary and longtime Servas members who passed away since our last International Conference, held in Australia in 1995.

Persons deceased, to be remembered:

- **Teruo Yano** of Japan, the diligent Area Coordinator for Far East Asia.
- **Theodore Katz** of Sweden, the Deputy National Secretary for Servas Sweden for many years.
- **Trudie Hunt**, Founder of Servas Guatemala and its Secretary for many years, until the end of 1989. With her husband, Tom, she founded "The Guatemala Friends Student Scholarship / Loan Program," which was designed to provide scholarships and loans to serve the needs of native peoples' training in technical and professional fields in their own country. It began in the early 70's with one student, and has now provided higher education for over 400 Highland Mayans. Their work is being carried on by members, who presented more results of their work later in the conference.
- **Des Harkin** of Australia, the National Secretary of Servas Australia from 1983 until 1993. In that period he did most other jobs, including the production of the host list. With his wife, Lorna, he organised the International Conference in Marysville, Australia in 1995.
- **Raymond Forget** of France, who served for many years as Peace Secretary of Servas France. Together with Luigi Uslenghi in Italy, he founded "Pathways Together" in 1985. Raymond was also at the conference in Australia—he was as lively and enthusiastic as ever. He was a true peacemaker. He would be sad to learn that he has no successor as peace secretary.
- **Danilo Dolci** of Italy, a longtime Servas Italy member who carried forward the principles of socialist democracy in Sicily for 45 years using nonviolent techniques and who accepted the Lenin Peace Prize in 1957.

The General Assembly **OBSERVED** one minute of silence in their honour.

Vibeke read a list of countries to be voted in and re-voted in by the General Assembly as satisfying the requirements for becoming a National Group:

- Botswana   new
- Gambia   new
- Iceland   new
- Morocco   new
- Pakistan   new
- Peru   new
- Philippines   to be voted in again (membership was withdrawn in 1992)
- Samoa   new
- Sri Lanka   to be voted in again (membership was withdrawn in 1992)
- Togo   new
- Zambia   new

The countries listed above were **ADMITTED** by unanimous consent of the General Assembly: 30 votes FOR and zero AGAINST with zero ABSTENTIONS.

In addition, these countries' memberships are to be withdrawn for the following reasons:

- Albania   due to the current political situation
- Malta   due to failure to respond to official letters from Exco

Since there are no coordinators in these countries at this time and no way for them to be represented, a motion was made to revoke voting rights from Albania and Malta, with the understanding that these countries may be reinstated at the next international conference. The motion was **PASSED** with 28 FOR revoking voting rights, 6 AGAINST and zero ABSTENTIONS. It was suggested that the emphasis should now be shifted to developing Servas in these countries.

It was explained that Guadeloupe & Martinique are under the French Overseas Department and that they should be kept under observation for the time being. When they begin to function again, it is advisable to list the contact persons as French contacts and not as National Secretaries.

Vibeke added that our contacts in Egypt have expressed their wish that she (Vibeke) remain as the person to contact in the near future as before. Vibeke asked that her name be added to the Key List under Egypt and announced that a few more hosts will be joining in Egypt soon. Vibeke is to be asked to send Kevin the names of Egypt hosts.

SESSION I: Statutes

Roger Martin of Norway opened the discussion on statues by thanking those who helped work of drafting the new Servas International statues, including Malka Pinsly (Israel), Ray Scott (New Zealand), and Julie Dotsch (Canada) and also Kay Lazarus and ??? Bounique who started the work back in 1992.   *Gladys   (France)*

The first changes were originally made to reflect changes made at past international conferences. However, some of these changes did not conform to Swiss law, where Servas International is officially registered. The Statutes Committee, convened by Roger, then made the changes necessary to bring the statutes in conformity with Swiss law.

In drafting the revised statutes, the Committee held up the General Assembly as the highest level of decision making power, and this is reflected in the drafted statutes, **ATTACHED**. The rules and the operating framework were left flexible. The urgent need, after six years of work, for a set of statutes was underlined by Roger.

The following procedures were explained by President Chris Slader (EXCO,UK) Delegates would be asked to make suggestions. These would be considered in private by the Statutes committee in Guatemala. A draft would be bought back to the General Assembly for ratification (approval). At this session there would again be no debate only clarification. The final draft would return to the General Assembly for a formal vote requiring only a 50% plus one majority. In view of the time given to delegates before the conference to input into the

statutes this procedure was considered acceptable. Following the background information and corrections, the floor was opened to delegates.

Section I: Definition
- Add the phrase, "Servas International is a not-for-profit organisation." --Gabi Barshi (Israel)

Section II: Membership
- It was proposed to close applications from new countries one year in advance of the international conference. -- Gabi Barshi (Israel)
- Suggest to add a proviso to the effect that "any Servas group may become a member group or be reinstated as a member...." --Henry Bantu (Tanzania)
- Propose to lower for smaller countries the minimum number of hosts necessary to register as a member. --Bergthora Skuladottir (Iceland)
- Propose that only overnight hosts to the exclusion of day hosts) be included in the minimum for new and reinstating members. Propose to add Section II, 1) d), "submit an activity report every two years." --Bibendra Pradahananga (Exco, Nepal)
- Suggested that countries with fewer than 10 host members be officially represented in some way. --Pavlos Karanikos (Greece)
- Recommends that the order of subsections 3) a-c) be listed in reverse order (ie. c,b,a) to make the section more logical. --Karl Kosok (USA)

Section III: Officers
- Assistant General Secretary/Host List Secretary should be an elected post. Two signatures should be required for check signing from the president, general secretary, and treasurer. The status of conference delegates should be made explicit. -- Gabi Barshi (Israel)
- Suggest that if there is no other candidate to replace an international officer, and at least two-thirds of the General Assembly want the outgoing officer to continue, then the GA may reelect an officer more than twice. -- Gabi Barshi (Israel)
- Suggest that international officers should be elected on a rotational basis with terms staggered for better continuity and to retain institutional memory. Also there should be a defined role for contacts and observers during the international conference. --Henry Bantu (Tanzania)
- Questions whether the interests of free press would be best served by having the position of SI Newsletter Editor be appointed by Exco or elected by the General Assembly. --Margret Klaeser (Exco, Germany)
- Propose not to delete the host list secretary so to have 6 elected members of Exco, rather than 5. Also propose that the GA elect the president and five other Exco members, without consideration of a particular position so as to allow the president and 5 elected Exco members to decide for themselves who will take what post, based on their respective talents and interests. --Bibendra Pradahananga (Exco, Nepal)
- Question of whether duties described under host list officer warrants that post being a voting member of Exco. Also requests that the consecutive term limit be clarified. --Ann Greenhough (Britain)

Section IV: General Assembly

- Section IV, 3) e) - add the phrase, "and establish a finance committee." --Hilda Buerer (Switzerland)

Section VI: Voting
- Suggest to add a point to the effect that, "the number of votes for and against and abstentions shall be recorded," according to Swiss law. Recommends to check with a Swiss lawyer. –Rudolf Dederer (Germany)

Section VII: Duties and Responsibilities of Officers
- Add phrasing to the effect that, "Only the vice president can replace the president at conference proceedings." –Gabi Barshi (Israel)
- Section VII, 2) - Note that the functions of the vice president are not specifically defined and should probably be responsible for collecting nominations one year in advance of the international conference. Propose adding, "e) will receive the nominations for the next international conference." Also propose limiting the functions of Exco to three consecutive terms per post. –Jacinto Gonzales (Spain)
- Propose to delete Section VII and attachment it as an addenda item so that duties may be revised more easily according to future needs without requiring the full two-thirds vote from the General Assembly. –Grahame Keast (Australia)
- Propose that the president and a president-elect be elected by the GA at the same time in order to give time to the president-elect to learn the job and be involved in long-term projects. –Karl Kosok (USA)
- Section VII, 4) d) - suggest to delete phrase, "and coordinate finances." Suggest to delete subsection 4) e) entirely. Propose to change subsection 6) to read, "The host list secretary will be responsible for the distribution of information used for the exchange of host lists and, if necessary, distributing host lists." –Rudolf Dederer (Germany)
- Propose to delete subsection 6) altogether. –Mineswar Sibsurun (Exco, Mauritius)

Section VIII: Dissolution
- Note that the General Assembly would need information on such a motion well in advance of a vote. Add phrasing to the effect that, "a two-thirds majority is necessary for passing dissolution only if at least 50% of all member national groups are in attendance at the international conference. -- Gabi Barshi (Israel)

Delegates were thanked for their comments and suggestions. The Assembly was reminded that these statutes will be in effect in due course after the Guatemala conference.

Development

The floor was open to delegates and observers to offer their experiences and perspective's on developing Servas around the world.

A letter from Mian Massod Ahmed, national secretary of Pakistan, concerning relations between countries under the Muslim and Christian spheres of influence was read to the General Assembly by South East Asia Coordinator Bibendra Pradahananga (Nepal) and is ATTACHED to these minutes. In response, it was suggested by Gabi Barshi (Israel) that Jews also wish to

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contribute to peace and mutual understanding, too. To understand Islam and Christianity, one must first understand Judaism; let's do it together.

One problem, according to Jacinto Gonzales (Spain), is that the average age of our members is steadily rising. In Spain, it is intended to discuss further the host list symbols "Y" for youth exchange, in order to increase the number of younger members and foster contacts between young Servas members, who may decide to become hosts in the future. Other new host lists codes include "HE" for home exchange and "LS" for long stay. It has been suggested to develop a global long stay listing sorted by country or language.

Bertrand Bailleul (Exco, France) declared that every organisation not currently in the process of developing is condemned to death. Development should not for its own sake, Bertrand suggested, but specific methods, purposes and possible consequences should already be well thought out. Statistics from the French host list reveal that ten years ago the average age of all hosts was 35 and that ten years later the average age is 45, implying that very few new, younger members have joined or remained in Servas in France over the past decade.

Bertrand termed the lack of young people in Servas as a "focilization" or "Jurassic Park" process. In France, one possible explanation may be the "cocooning" of French youth by remaining with their parents well into adulthood and the high unemployment rate.

To address these problems, Bertrand tried two things: a Summer University and "Youth Work Camps." Called "Bridge Builders," the work camp goes back to the roots of Servas in "Travel-Study-Work." A small program was organised with Service Civil International (SCI/USI) for about 20 young people, 10 from each organisation. The group came together for two to three weeks of work followed by Servas travel within the host country. The project was to renovate a former army barracks into a reconciliation center. Another camp was scheduled but fell through.

Dagmar Caisova (Czech Republic) described how the small summer university organised in Czech Republic gave 100-120 Servas hosts and travellers an opportunity to spend one week of their holiday making friends, hiking, participating in workshops, meditating, playing sports, making bonfires, etc. Courses in Esperanto were also offered. Lodging was inexpensive allowing many people to attend. In 1998, another university is planned in Hungary as a kind of reunion with more Esperanto courses.

Eileen Rogers (Ireland) recounted how a gathering of 10 Servas members and 10 members of SCI at the Glencree Reconciliation Centre in Northern Ireland, which was opened by the Northern Ireland Secretary, was also a success. The Servas/SCI gathering was perhaps a forecast of the new Peace agreement, signed just days before the Guatemala Conference began. Chris Slader (Exco, UK) reminded the Assembly that one does need a budget and that there is some risk attached to these enterprises, such as, for example, if no one showed up for the event. Chris felt that early advertisement was critical to success.

Bibendra Pradahananga (Exco, Nepal) described the situation in Nepal where there is a one-way street: only hosts and no travellers. If our development efforts are only for the purpose of finding more hosts, then Servas may suffer in this way. Bibendra described his work organising a one day medical work camp and a one-week-long work camp with SCI, based on Bertrand's experience. It is true that design flaws and "no shows" can be real problems. It is

necessary to have former volunteers involved or participation is low. Language barriers and tricky logistics pose special problems. The one-day medical program was a success while the week-long program fell through.

John Balassa (Observer, USA) joined Bibendra for the one day medical project and described his experiences. Sabita, who is a doctor and niece of Bibendra drove a group to a dental camp in the mountains. The camp's purpose was to provide general assistance, hygiene education, and extractions to the local population. Visitors were taught how to use local herbs to brush their teeth at no cost. The local people seemed to really appreciate the help they were offered and John was thankful to be a part of the experience. It was a very useful way to promote Servas indirectly and was successful in producing a few new members. Bibendra Pradahananga added that a larger youth exchange is being planned with India and that one with Europe is a possibility for the future.

Chris Slader spoke about the **ATTACHED** article he wrote for SI News No. 40 (page 3), "The World is a Cage," in which he describes the many problems he had in obtaining visas for delegates to attend the Guatemala conference. (It was because of these difficulties that many could not be with us today.) Chris asked the Assembly to consider these issues when deciding upon where the next international conference shall be held. Some countries' have more restrictions than others—there are easy and difficult options. Guatemala, for example, has only one embassy in all of Asia (in Japan) and not one in Africa. These facts should make us think.

Vibeke Matorp (Exco, Denmark) described her experiences helping to develop Servas in Africa. At the 1995 international conference, Ray Scott (then president) declared, "we haven't achieved much in Africa." But things do take time. Since 1992, Vibeke has been thinking and working, writing letters, and considering many of the difficult issues particular to some countries in Southern Africa where basic elements of communication, such as paper and postage stamps, are comparatively expensive and inaccessible.

Vibeke's special project—financed in part by Servas International and in part privately—is retold in the **ATTACHED** article from SI News No. 40 (pages 10-11). South Africa was considered as an example of a situation which is not so clear on the surface. The Servas group there has been described, not at all to its discredit, as homogeneous (mostly older whites) and not representative of the population. But, of course, the situation is not that simple and decisions, such as when to include many different people, were weighty ones. But things take time.

Vibeke then moved up to Zimbabwe where conditions were similar, though the age was a bit lower. There were almost no young people involved. People do not travel in Africa, save for a lucky few who may work in business. The most travel people do is an annual journey home (where they have a community of their own) or short range treks from town to town. This is one reason why Servas may wish to rethink its position on hosts not accepting businessmen because for a few people it is a rare opportunity to travel internationally.

Vibeke also spent two weeks in Botswana. The country of Botswana was voted into Servas International within the last year. Most of the Servas members there are citizens of Botswana. Vibeke acted as a facilitator. Servas there is growing with a well-established national secretary.

Servas in Zambia operates on its own account. It is a very established group and also includes Zambian citizens. They have annual meetings and a small membership fee as a way to give a bit back for the host list distribution. Vibeke also reported on her own side trip to Mauritius where an exchange recently took place between Servas Reunion and Servas Mauritius. This was not so simple as Reunion was more expensive. Another achievement is the joint host list for Southern Africa.

Conferences are also taking place elsewhere in Africa. One gathering of hosts took place in Livingstone, South Africa on short notice. Vibeke is hopeful that more meetings will happen and that more visits between African hosts in the future will be the result.

It was suggested that Servas travellers might be another resource available for development efforts. Vibeke encouraged countries to ask their outgoing travellers to conduct development work in a neighbouring country. In Europe, where international travel is relatively easy and inexpensive, a small travel stipend might be made available for this purpose or perhaps a discount off the regular traveller fee in exchange for assistance with development work on their trip. These aspects of our development work are very positive indicators for the future.

Mineswar Sibsurun (Exco, Mauritius) expressed his belief that we should all in Servas have a common feeling that we want to do something for Third World countries. If our feelings are mixed, then all is lost. Without travellers, Mineswar observed, it is very difficult for a country to sustain its own activity. Mineswar also pointed out that the only African country to be represented on the Host List Request Table is South Africa, giving a very wrong impression.

Mariangella Brunello (Exco, Italy) responded that South Africa appearing on the Host List Request Table means only that South Africa has funds available to distribute their host list themselves to Servas in other countries. The host lists of other African countries are distributed just the same, only in this case, it is Exco which funds and organises the distribution.

Mineswar continued by remarking that Vibeke Matorp's visit last year gave great energy to Africa. We will remain there despite the obstacles. Following the first Servas conference ever held in Africa in 1997, it was decided to prepare a joint List for all of Southern Africa. The South Africa newsletter was accomplished without outside assistance. Africa is a virgin place... and there is value in virginity. Our newsletter is even being distributed electronically via the Internet and on floppy disks. Mineswar extended his thanks to Chris Slader for looking more deeply into issues surrounding Servas in Southern Africa and to Vibeke for her wonderful work. Chris Slader asked the Assembly to think about what we wish to make our priorities.

SESSION II: Office Grants

The session was continued with a declaration from Exco that it is seeking a mandate from the General Assembly to continue awarding office grants at the US$100 per year level, whereupon the recipient country would spend the money, report back to Exco on use of the granted funds, and remain eligible to receive more money the next year.

Michael Johnson (Canada) expressed his belief that unrefunded host list deposits should be returned to those countries who print and send their host list for free and receive no income for this work.

Pisit Puthipiroj (Exco, Thailand) explained that without Exco support, Thailand would have no income. In Thailand, there are only a few outbound travellers, and these Servas members are not native to the region. Pavlos Karanikos (Greece), Bergthora Skuladottir (Iceland), Mineswar Sibsurun (Exco, Mauritius), and Anna Kamperveen (Netherlands Antilles) agreed that Servas cannot exist without host lists and that, without an income, it is difficult for Servas national groups to operate independently.

Bibendra Pradahananga (Exco, Nepal) described how he saved money on travel for the regional conference he held and on host list production by consolidating several countries into one integrated area list for South West Asia. Milalin Javellana (Philippines) explained how she did not realise when she took over the job of national secretary in her country how expensive it would be. Philippines has requested a US$100 office grant and has plans on continuing to expand its host list.

The mandate to continue awarding US$100 grants was **PASSED** by unanimous consent of the General Assembly: 30 votes FOR and zero AGAINST with zero ABSTENTIONS.

The mandate to continue allocating annual budgets to area coordinators with reporting on large spending by area coordinators was **PASSED** by unanimous consent of the General Assembly: 30 votes FOR and zero AGAINST with zero ABSTENTIONS.

The mandate to continue publishing Servas International News in Spanish translation was **PASSED** by unanimous consent of the General Assembly: 30 votes FOR and zero AGAINST with zero ABSTENTIONS.

The mandate to create a new North American Area, which includes Canada and the United States, was **PASSED** by unanimous consent of the General Assembly: 30 votes FOR and zero AGAINST with zero ABSTENTIONS. Karl Kosok (USA) announced to the General Assembly that, if there is ever an area coordinator for the region who requires a budget, the US and Canada would be happy to pay. Mexico, while choosing to associate itself with the Central American Area, will nevertheless be included in activities of the North American Area countries.

REPORTS FROM RETIRING EXCO OFFICERS AND ELECTION OF NEW OFFICERS

The session started at 2.45 p.m, chaired by Jennie Durand (Australia), Vice President, Servas International.

The minutes of the 1995 Conference in Melbourne were agreed to be a correct record.

Vote: Unanimous in favour.

Thank were given to Marco Kappenberger (Samoa) for his work in providing a simultaneous interpreting service into Spanish. He kindly agreed to continue.

Reports from the following EXCO members were tabled

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Chris Slader, (Britain), President, Servas International.

Report from Jenny Durand, Vice President, Servas International.

Report from Vibeke Matorp, General Secretary, Servas International.

Report from Hazel Barham (Britain), Servas International Treasurer.

Report from Mariangela Brunello (Italy), Assistant Secretary and Host List Co-ordinator.

No report available from Daniele Passalacqua (Italy), International Peace Secretary due to his apologies for attendance.

Election of Officers:

Jennie confirmed there was only 1 candidate standing for each position, except for the post of Assistant General Secretary / Host List Co-ordinator. She had two names on the sheet, but they have indicated they would like to work together: Claudia Pinto (Brazil) is nominated, but would like to co-opt Hazel Barham to help especially with Host List Co-ordination. Claudia will assist primarily General Secretary, and will have a special brief for South America.

Roger Martin (Norway): I am happy with this arrangement. However, before proceeding with a vote, the General Assembly needs to approve this arrangement.

Jenny Durand: Is the General Assembly happy to vote with batons, or to have a secret vote?

Vote: Majority for voting with batons.
7 votes against.

President of Servas International

Vote for Chris Slader as sole nominee:
1 Abstention, 1 Absentee, Otherwise unanimous in favour.

Chris Slader re-elected as President.

Chris thanked the General Assembly, and said he would do his best during the next term of office.

Vice-President of Servas International

Vote for Bertrand Bailleul as sole nominee:
I Absentee, Otherwise unanimous in favour.
Bertrand Bailleul elected as Vice-President.

Treasurer of Servas International
Vote for Gilbert Revault as sole nominee:
Unanimous in favour

Gilbert Revault elected as Treasurer.

Gilbert thanked the General Assembly, and took the opportunity to return $10 owed to Exco, to the previous Treasurer!

General Secretary of Servas International
Vote for Kevin Newham as sole nominee:
Unanimous in favour. Kevin Newham elected as General Secretary.

International Peace Secretary
Vote for Daniele Passalacqua as sole nominee:
1 abstention, Otherwise unanimous in favour.

Assistant General Secretary and Host List Co-ordinator

Jenny Durand asked the General Assembly if they were happy for the post to be held jointly.

Gabi Barshi (Israel) suggested the vote should only be for one person. The second person would then have the status as a helper.

Hazel Barham (Britain) confirmed she agreed with this proposal. Claudia Pinto will be the Assistant General Secretary and Host List Co-ordinator, and therefore EXCO member. Hazel will help out Claudia with Host List work.

Vote taken on whether General Assembly happy that Claudia Pinto would now be the sole candidate for the Assistant General Secretary and Host List Co-ordinator position.
Unanimous in favour

Vote for Claudia Pinto as sole nominee:
Unanimous in favour.

Pavlos Karanikos (Greece): I would like to comment that most of the women have left EXCO!

Jennie Durand: We should also elect the new S.I. Newsletter Editor. Sharon Beldon (Netherlands) has been proposed, and has accepted the nomination.

Servas International Newsletter Editor

Vote for Sharon Beldon as sole nominee:
2 abstentions
Otherwise unanimous in favour.

Session 5

Chris Slader gave an explanation of the costs for the conference. He confirmed there was a need to prioritise the agenda as we were behind schedule.

Ulisse Di Corpos (Italy): Stated that he thought the election was not truly democratic. He undertook a survey after the elections. He interviewed 20 delegates.

15 expressed disappointment about the procedures. 5 were not disappointed. Ann Greenhough (Britain) said that she was a delegate and not approached by Ulisse. Of the 15 who were disappointed, reasons given were: not democratic; secret vote was necessary; voted against their personal choice because it was public vote; a white/western Committee from developed world; we had spent $150,000 - what is the point of coming if we don't vote, the elections were "communist" style. Suggestions were made for improvements. There should always be a secret vote, in EXCO, all geographical areas should be represented. The President should only run for three terms; Area Co-ordinators should be voted in by Areas Conferences, not by EXCO.

Chris Slader: We can learn from our mistakes.

Roger Martin (Norway): said t elections started with nominations and not voting. The nomination committee had asked for nominations and put forward a procedure 3 times over 1 1/2 years in S.I. News and elsewhere. Democracy requires rights and duties. It is sad we have a white, male EXCO, but nobody is to blame. If we are to have EXCO members from developing countries, there must be candidates. That is the way democracy works.

Kevin Newham (Australia): I look forward to being at the next Conference. I am convinced there will be representatives from developing countries voted onto EXCO there.

Bergthora Skuladottir (Iceland): There were efforts made to get women on the Committee at least.

Bibendra Pradhananga (Nepal): I have attended Conferences before. Normally people talk at the Conference and then they forget later. When people come with ideas, please say in advance - not just on the spot in future.

Henry Bantu (Tanzania): We should start seriously to talk in Servas about Peace. It is like colour - so many shapes. Today, our person to person contact and open door policy is a tool for peace, but there are other concerns to do with dealing with the threat to peace, e.g like we saw yesterday during our trip, and like we can see on our streets at home. They will be a big threat to peace. Gone are the days of East and West rivalries. Former enemies talk but we have a duty to think about the next threat to peace. I have in mind homeless kids, street kids, and other people in suffering who may use war to express aggression. We should concentrate our efforts on how effective we should be. Instead of discussing this in depth, we should form a working committee to look at how to get involved in these areas which threaten peace.

We do have young men attending the Conference - they haven't come here to waste time - they are learning from us. Next Conference, we should encourage children and young people to attend. They are our treasures for tomorrow. I suggest we look at how to involve the next generation, and how to make peace more
relevant. And how to make peace relevant for the developing world. I suggest Committee give a period of time to develop terms of reference, and refer to EXCO. EXCO should be given a mandate to begin working on some of the recommendations. What I'm afraid of -lots of organisations do the same as us -is we get involved only with writing. We should get involved in **development.**

We should have a tradition in Servas of honouring people who have worked hard for Servas. Mr. President - you are paid nothing - it is voluntary. When you move out of a leadership position, we have a duty to award you. We have got ex-Presidents who have got nothing after their service - like plaques of appreciation. I propose we think about it, and that it applies to current people and those who have served previously or recently.

Chris Slader: I would like to echo the first part of what you have said.

Bibendra Pradhananga: I would like to support the second part. If we were to look back 10 years, there have been drastic changes towards professionalism.

Vote on Henry Bantu's proposals: 2 abstentions; no votes against. Carried.

Ray Scott (New Zealand):   I'd like to speak on behalf of the Statutes Revision Committee. I spoke on Friday of 3 years of work. We have considered all recommendations. We are almost able to return with revised statutes. But I need to ask for advice about the size of the EXCO Committee. Should it be 6 voting members (as now), or 5 (as has been the pattern in the past). I need to explain the responsibilities of EXCO:

- The day to day running
- Decision making
- Implementation of policy from Assembly
- Problem solving - they do occur regularly
- Crisis resolution

My personal experience is that an EXCO Committee of 5 members is able to do all of these things relatively easily. If you add a 6th member, it can become more difficult to get views. If EXCO calls a meeting - it become a little more expensive. Our recommendation is for a 5 member Committee. The AGS/HLS, whilst being a member, would not be a voting member.

Chris Slader: I would suggest there should be a secret ballot.

Chris Slader: The motion is should the new EXCO contain 5 or 6 members?

Roger Martin (Norway);   We are not talking about the current HSL, we are talking about statutes that will apply later. The AGS/HSL has said she was happy with the situation. These are statutes for the future. This is not a personal issue - it has nothing to do with people. It is how EXCO will function.

Rudolf Dederer (Germany):   What were the elections worth? Did we vote for members who had the right to vote or not? If we elected EXCO members with voting rights, we have an EXCO with 6 members. We will also have new statutes in force from the date we agree they should start.

My proposal: Let us stay with what we did - we elected 6 people to EXCO with the vote. We have a vote for new statutes which will be in force for a new period for a new EXCO.

Ann Greenhough (Britain): The first problem is with the programme. This is the second time we have had a discussion without a key person present. Claudia is not here. Servas Britain wants a timetable when topics are discussed. I thought we were discussing finance. If we are voting now, we haven't time to discuss in our groups. We can't suddenly create a decision in matter we haven't had time to prepare for.

Secondly, it was not my decision to vote for an EXCO with no women or members of developing countries. I feel there should be at least 1 of each at the next EXCO. I feel Claudia therefore should have a vote for the next term - it shouldn't be an all white / male EXCO. We need to be clear that Claudia should have the vote until next time. I can't see why there is a problem. Chris would have the final vote in a tied vote.

Chris Slader: We could have a "feeling" vote.

Vote : Those people who feel 6 is a good number for EXCO. 24 votes in favour

Vote: Those people who feel 5 is a good number for EXCO. 8 votes for; 5 abstentions.

Chris Slader: This gives us a clear direction therefore.   If a formal vote is required, please let me know.

The Assembly Prioritised Unfinished Business.

Ann Greenhough (Britain):   It is important that we have some regional meetings in able to talk about the celebrations, and as a beginning to decisions and ideas about meetings - where each regional group comes together. It is difficult to do this informally. It should be a formal part of the programme.   The danger is that some people are left out of informal discussions. Everyone should be invited, included visitors.

SESSION ON FINANCE:

Chris Slader: In terms of Finance, there are two issues. The Development Fund, and Financial Guidelines.   Should the new Finance Committee take Financial Guidelines up as one of its tasks? (Question posed to delegates)

The consensus is that we should start now with the Development Fund.

Ursula Schauffele (Germany):   Servas Germany wants to propose a Development Fund, because we have a problem in Germany - who owns the money?   Therefore, if there was a Development Fund, "not so rich" countries should be able to be funded with their projects from richer countries. Countries with money should get together and work out how to do it. Not

only richer countries should pay into a Development Fund, but also Servas International should contribute to the fund. Also, how are decisions made as to who is going to give to the fund and how decisions are made about using it?

Mineswar Sibsurun (Mauritius): What I'm going to say is important. I'm grateful to Germany for coming up with such an excellent idea as a Development fund, to bridge the gap between developing and developed countries. Most of the countries is the southern hemisphere do not have outgoing travellers and therefore have no funds. But work has been done from private funds. I have financed all expenses without any subsidy so far.

Chris Slader: Our families are very forthcoming when it comes to money being spent for Servas from private sources. We need though to separate on-going office expenses from private budgets. If you have expenses, they should be paid for from the Area Budget, and from the office grant. This is different from "development".

Pavlos Karanikos (Greece) A percentage of each LOI should go to the Development Fund.5, 10 or 15% of each one.

Elizabeth Sebestyen (Canada): Another way to collect the money is from unclaimed host list deposits. This has been discussed already. Canada believes such money should go to Servas International and could go into a Development Fund. Currently we have a surplus of $3,500. For example, we provide a host list for Nepal (which has been produced in Nepal) to a traveller. If the deposit is not claimed, then it should go back to Nepal (as in Agenda P.12). Our proposal is therefore: "Money from unclaimed deposits should be used to start a Development Fund. t should be sent to Servas International for this purpose".

Ann Greenhough (Britain): Servas Britain also has an amount of money from unclaimed deposits - but we also have high costs. My proposal is: "Those countries with a surplus, including from unclaimed deposits, should be encouraged to transfer any surplus income to a Development Fund". Some European have low printing costs, but high numbers of travellers. Servas Britain would support the fund, and some individual hosts will also contribute to it. We can also ask for legacies. Should it be a Trust however, rather than a Fund? It should also contribute to individual and group sponsorship. I would support Vibeke taking responsibility for an independent Trust, as a Trustee.

Rudolf Dederer (Germany): We need Chris' views. Those countries that pay in should be free to do so. Development has 2 sides - both sides should be able to bargain. All countries paying in should be free to decide from what sources - a percentage of fees, reserves, percentage of yearly budget. There are many ideas of how to do it. Sources should be up to each country.

Grahame Keast (Australia): Servas Australia uses unclaimed deposits to pay for some lists to be produced in some countries, and pays for S.I. News to be posted in Australia.

Jacinto Gonzales (Spain): We have received Vibeke's list of travellers for countries. 12 countries have a lot of travellers.They should discuss separately and come up with proposals.They should discuss this in order that we can carry on with the business of the agenda planning.

Chris Slader: I agree, but EXCO needs a mandate in order to institute the Development Fund.

As an explanation, a trustee is a trusted administrator, and doesn't make policies

Vote: Should the discussion be concluded Unanimous in favour.

Vote: Is the Conference in favour of the setting up of a Development Fund?
Unanimous in favour.

Vote: The development fund should be a separate fund and separate from EXCO with
separate decision makers was passed

Attendees had the opportunity to participate in 4 workshops.

1) Advertising   (led by Vibeke Matorp)
2) Peace   (led by Henry Bantu)
3) Language in Servas   (led by Marisa Contini)
4) Development   (led by Bertrand Bailleul)

The 4 groups then reported back to the assembly:

<u>Advertising/Publicity:</u>
There is a great variation as to what kind of advertising or publicity is done in different
countries. Some countries do not make any publicity whatsoever. The forms of publicity used
in different Servas organisations are:
- Print Media: Advertisements in selected newspapers (eg. Servas Britain) or articles written
  by hosts in local newspapers (eg. Poland). Both countries reported a good response to this
  type of publicity. Attention should be paid that no telephone number but only an address is
  published. I
- Internet web pages: created in some countries to counter misinformation about Servas
  already existing on the internet. Also a good source of information for interested people.
- Radio interviews: An advantage is better control over contents than in newspaper articles
- Giving presentations of Servas at meetings of organisations with related aims is another
  form of publicity undertaken in some countries and can be recommended.
- In general it was suggested to have a publicity officer who is in charge of all publicity
  activities to avoid that wrong information is given and to make sure that the right image is
  created.

<u>Peace</u>
- Stress should be put on Servas as a peace movement and less on hosting and
  accommodating.
- The aims of Servas should be to further peace and development. In particular, to further
  concern for human development through hosting and to further concern for the environment
  through establishing relations to environmental organisations and support of Ecotourism.
- A redefinition of the role of the peace secretary was recommended. He/She should asses
  situations, gather information, establish relations to other groups with similar aims and
  environmental groups.

- The question as to whether Servas should support initiatives eg. Ban Landmines was discussed and it was recommended that individual members should sign petitions or ads but not Servas as an organisation.
- Servas should not become involved in any party affiliated affairs.

Language in Servas

The following aspects were discussed:
- Language at conferences: English will remain the conference language but interpreting services should be provided for larger language groups. An incentive for Servas members to act as interpreters could be to refund them part of the conference fee for their service. Workshops and visitor programme should be offered for various language groups. Conference attendants should try to learn at least 100 words in the host country language.
- Language barriers host/traveller: Learning the host country's language before travelling should be strongly encouraged already in the interview. In the host list it should be clearly indicated what the main languages spoken in that country are and what percentages of hosts can be expected to speak English. A list of most important phrases in the host country's language might be included in the host list to encourage travellers to learn at least a little.
- Language as a reason for Servas contacts: Neither host nor traveller should be expected to act as a language teacher. Practising and learning the language should be an additional reason but not the only reason for Servas visits.

Development:

Three areas in which Servas should further development work were defined:
Servas as an organisation
Servas membership
Conferences, visits, area meetings

Session 8

Main Contacts (M/C)

The following proposals were accepted by majority vote of General Assembly:

Proposal A: M/C can speak at conferences
Proposal B: M/C cannot vote at conferences
Proposal C: M/C can issue of LOI's if the area coordinator agrees
Proposal D: M/Cs can renew an LOI by the same delegated authority from the area coordinator
Proposal E: was reworded after some discussion and accepted as follows:

If a country has at least 10 hosts EXCO shall, based on the recommendation of the A/C, grant membership rights to that country. Similarly membership may be withdrawn in the same way when the number of members falls below 10. The decisions taken will be ratified by the next General Assembly.

INFORMATION TECHNOLOGIES WORKING GROUP

In attendance: Philippines (convener), Britain, Estonia, Israel, Italy, Japan, United States

The New Technologies Working Group wishes to thank the General Assembly for the opportunity to make proposals and recommendations to Exco on issues relating to communication and information management in the modern age.

Our results are presented under the following headings: **Purpose, Ethics, Availability, Procedures** (both internal and external), and **Standardisation.**

Purpose of Digital Communication (Internet, fax, etc.):

1. To save money, time and increase efficiency
2. To assist with administration
3. To exchange host lists (with agreements between national secretaries in place)
4. To recruit new and younger members
5. To handle international complaints quickly and effectively
6. To solve technical problems quickly–even over distances
7. To conduct user surveys easily
8. To distribute fast updates and information simultaneously to many people

Ethics:
1. National laws in each country should always be respected on the subject of handling private information; Exco should generally take stock of national data laws.
2. There should be a consensus on setting limitations on host list distribution, such as to require all hosts' formal, signed permission to have a database of their personal information and/or to transfer lists in digital form without any claims against Servas.
3. National secretaries should seek permission from other national secretaries before transferring lists electronically.
4. Exco should take measures to assure members that information about Servas on the Internet is being monitored in some way by Servas.
5. Not to exclude Servas members or coordinators who do not have access to E-mail or computers, and to respect the traditional forms of communication (eg. post) they use.

Availability: In general, the Working Group believes that consideration should always be given for Servas national groups and members who do not have access to "high" technology, such as computers and Internet. It should be kept in mind that printed lists can be easily converted into digital form using scanners and optical character recognition (OCR) software. Therefore, both printed and digital forms should be treated with equal care.

1. Coordinators should have concern for those without computers.

2. When communicating with international officers and/or national coordinators, Exco should always consider the longest time to respond within the particular group of recipients when setting a response deadline.

3. Systems and software should be favoured which even the simplest computers can use.

4. All Servas members should be able to access E-mail

5. Ideally, all Exco members and national secretaries should have access to E-mail (in some cases through third parties, such as libraries, universities, their place of work, or friends) or to some substitute method of rapid communication, such as fax.

6. Anti-computer virus programs and updates should be made available to all Servas coordinators using computers.

7. Concern should be taken about travellers who favour hosts simply because they have E-mail.

8. Information should be gathered on availability and costs in all countries of these technologies, perhaps as a survey of coordinators, hosts, and travellers.

9. All national secretaries should be encouraged to recruit their own Internet officer.

10. Exco should not buy computers for all national secretaries (ie. when it is not appropriate);a fax machine may be more appropriate in some cases as it is easier to use, less expensive, and also cheap and fast.

Procedures:

1. Host lists should state in their introductions that "all lists that are electronically held are the property of [the national Servas group or of Servas International if there is no national group]."

2. The country's preferred mode of contacting hosts should also be included in the host list introduction. National norms should be respected by Servas travellers when arranging visits or sending Letters of Introduction to potential hosts.

3. List Introductions and local information should always be included when only portions of lists are distributed, for example via fax.

4. Every home page with an option to post messages publicly should state a strict policy that personal information should not be disclosed.

5. Any Servas national web site should be reviewed by Exco before being posted publicly and all Servas web sites must be linked to the main Servas International page.

6. Information about Servas which is distributed over the Internet should have built-in ways of slowing down the membership process (eg. by only providing a postal box address for reply).

7. Every host list existing in digital form should be duly provided to the International Host List Secretary.

7. Servas members with E-mail should be discouraged from sending E-mail messages to many recipients at the same time (ie. junk mail).

8. Servas members with E-mail should try to be sensitive and refrain from sending large amounts of data at one time, such as large graphics files, which can be expensive on the receiving end.

9. Reasonable precautions should be taken on host list data storage, such as locks on doors and passwords on programs or data files.

10. Regular back-ups should be made of all membership data and kept in a safe place.

11. Users should make sure that any programs or data they send are free from computer viruses. Likewise, when receiving programs, computer users should scan for viruses.

Servas Web Site Procedures:

1. Official legal status should be a prerequisite for any national group's information to be posted on the Internet. *[Note: Exco should register and copyright the name "Servas" internationally beforehand.]*
2. The Servas International web site should have a simple address (eg. http://servas.org/) with a central list of all member countries and whatever contact information that country decides on.
3. This SI web site should be organised in such a way that all member counties' web sites are linked with a network of internal links between "events," "newsletter," "discussion group," and "travel report" sections.
4. World Wide Web guidelines and information should be developed for other countries who are thinking about starting their own web site.

Standardisation: Standardisation in two areas--host list format and membership database structures--should continue to be encouraged and promises these potential benefits:

1. To encourage sharing among all national groups of local innovations in host list codes and format and assure that all the pertinent data are included.
2. To help travellers visiting different countries understand the host list codes and format.
3. To create a pool of membership database possibilities for general use and consultation.
4. To have a permanent record of former members.
5. To more easily develop combination host lists, such as the proposed "border lists" or "youth exchange lists."
6. To easily analyse host data in order to generate statistics on host demographics, etc.

To achieve these ends, the Working Group makes the following recommendations:

1. Exco should continue to standardise host list codes and abbreviations for all countries' lists.
2. The vice president should convene a team on standardisation and ethics (see below).
3. This team, empowered by Exco, should collect and make available basic information on what methods each country keeps its data and, if computers are being used, then what word processors and/or database software are in use.
4. Each country should be free to decide what software or database they wish to use.
5. The size of host lists could be changed to larger format, such as A4, in order to fit more information on a page and save on printing and postage costs.

Team Responsibilities:
1. To provide oversight and consultation on questions of information ethics.
2. To monitor all Servas web sites and links (internal and external) on a regular basis for accuracy and appropriateness.
3. To advise Exco on the standardisation of data structures of the host list, databases, communications, etc.
4. To develop ethics and user guidelines, perhaps for public posting on the SI web site.
5. To make hardware and/or software recommendations within Servas.
6. To act as a Servas "Help Desk" with one E-mail address for consulting on all issues (technical complaints, problems, ethical questions, etc.)
7. To recommend to Exco a common structure for Servas home pages and links.
8. To conduct regular surveys and compile lists and statistics for general use on software, hardware, keeping in mind that things change rapidly.

1. We propose to call this group the **"Servas Infocom Team."**
2. The team should always be kept regionally (ie. nationally and culturally) diverse.
3. Meetings and communication should not be face-to-face, except at international conferences.
4. There should be five members appointed by Exco with one non-technical member and two from developing countries.
5. One member should be an expert in software; one should be an expert in Internet.

Glossary of Terms Used:

1. Internet, World Wide Web (www, w3, the Web): : A very large encyclopedia or bulletin board which is added to and updated very cheaply and easily all over the world. All the information posted on the web is searchable, like a large library database, using one or several keywords. This library is supported by a global network of powerful server computers which run 24 hours a day and are linked to each other via phone, satellite, and cable connections.
2. Web site: Any single public posting consisting of one or more pages on a specific subject, institution, or individual.

3. Home page: The cover sheet for any Web site.

4. Links or hot-links: Instructions to take the browser from one web page to another, usually after selecting a highlighted word or graphic.

5. E-mail: Message relay service over the Internet.

6. Digital form: any membership data which is faxed, transferred over the Internet, or stored on floppy disks or computers hard drives.

7. Database: Any table of electronically stored data organised into columns, or fields of similar data types, such as names, dates, currency, etc.

8. Data structures: How the database is organised–the field types, number of characters each field contains, the order, and how they are related to each other through a unique record number.
9. Hardware: Any machinery which reads and manipulates software.
10. File attachments: Can be any kind of data or document which is inserted into an E-mail message.
11. Computer virus: A nasty program–often hidden in a "Trojan horse"–which, once activated, may do any number of things, from displaying a message on your screen to deleting everything on your hard drive.
12. Scanners: Hardware found in photocopiers, fax machines, and as a stand alone unit.
13. Software: Any write and/or read medium on which data is stored, such as floppy disks, compact disks, or cassette tapes.
14. Optical character recognition (OCR): A software program that "reads" a document which has been scanned and quickly matches each picture of a letter with real letter, thereby converting a scanned document into a text file which could then be searched automatically using key words.
15. Back-ups: To make a copy of some data and, usually, to store it on a disk separate from the computer.

VISITOR'S PROGRAM SERVAS INTERNATIONAL CONFERENCE - APR./98

For the first time Exco have promoted a visitors conference in parallel with the main delegate conference

David Self and Julie Dotsch developed the Visitor's Program including concurrent workshops during the delegates' sessions. A questionnaire was sent out to all non-delegates registered for the conference. Information requested included topics of interest and those willing to facilitate or lead workshops. The list of topics and a list of presenters was prepared as follows:

The Hosting Experience, (Sonia Vanular, France, Sue Lovci USA)

Interviewing Host & Travellers, (Edith Sommer, Don Fawcett USA, Peter Whiley Poland, Mahlon Barashi Philippines).

Language in Servas, (Meloza Davis USA & Peter Whiley Poland)

Diversity In Servas, (Julie Dotsch Canada & David Self UK)

Children & Youth in Servas (Julie Dotsch Canada & David Self UK)

This report covers a brief overview of each session in which reports were received.

The Hosting Experience

This provided an opportunity for participants to share experiences of hosting. In spite of some of the stories of misunderstandings and humour, all agreed that hosting provided treasured learning and sharing opportunities.

Interviewing Hosts and Travellers (Edith indicated that she sent this directly to Vibeke)

Language in Servas

Servas must try to accommodate cooperation and reduce exclusion (two of the functions of language). Suggestions from the group include:
provide workshops in the language of the host country during conferences
encourage attendees to learn 100 words in the host language prior to arrival at conference
provide for discussion groups in various languages
allow time for delegates to meet after the business meeting

SI News might:
publish in author's choice of language and add translation into other language(s)
publish in English and allow each country to translate and print in language(s) of choice.
This may bring in more travellers/hosts. When you consider the cost, consider the cost of not doing it.

Diversity in Servas

In order to have a more peaceful world, we need to build tolerance and acceptance towards those who may differ from us. Is Servas representative of our diverse world? How could we make the organisation more diverse? Suggestions from the group include:
visual image of Servas materials and representation
connecting with other organisations where more diverse people would find out about Servas
promoting the idea of Day Hosts in areas or homes where overnight stays are difficult
reducing judgemental attitudes
changing the power base so that hosts don't always have the upper hand in disputes
information in host list to be more informative
advertise more widely
give presentations to more diverse groups
individual responsibility to spread the word more widely

Traveller Orientation
ensuring that interviewers are sensitive and inclusive in their practices (a workshop for interviewers?)
making sure traveller is sensitive and open to differences - encouragement of travellers to visit more diverse people (eg. older and younger...)
traveller to check out with host what is expected (host to make it clear)
don't expect host and all family members will speak English
travellers to send Letter of Introduction **before** visit

Host Orientation
make sure all household members want to be involved in Servas
emphasise the diverse practices of different people and different cultures and the need for flexibility
encourage honesty, open communication about feelings and give travellers options

Servas Structure
encourage more diverse representation on Exco and other decision-making positions (provide opportunities for development) - more diverse gender, language, culture, age...

Children and Youth in Servas

Four youth attended as well as six adult participants. Travelling with children or hosting with children can be a wonderful experience or a nightmare. When travelling with small children here are a few hints:

Talk with your child ahead of time using positive language about expectations
include information about your child/children in the Letter of Introduction
carry a bit of food in case meal times are different
try to avoid stresses eg. rush hour traffic, rushing
inform your hosts ahead of time of allergies or other food restrictions
always supervise your own children at all times
allow your child a warm-up time so they feel more comfortable with strangers
travel with a favourite toy that requires less supervision

inform your child ahead of time about any changes

relax some of your normal rules to incorporate the host's rules (discuss with host)

For older children, discussion and suggestions from the group:

children should be encouraged to be part of the experience but not forced

Host List should include more information about the children eg. gender, name, interests

hosts should be accepting of the needs of children, eg. allowing time away from adults

hosts should establish house rules early

day trips should acknowledge children's needs and interests as well as adults'

sleeping arrangements can be awkward if children are expected to share a room with a child they don't know

youth exchanges work best when there has been some contact with the family ahead of time and the child is part of the decision (minimum age should be 15)

encourage youth to exchange in pairs eg. a home nearby (less frightening)

encourage youth to get involved in planning their own activities at conferences with the help of adult facilitators

Conflict Resolution and Mediation

Conflict resolution is an important concept in Servas. Some potential areas for conflict may be smoking, use of the phone, expectations around meal times and duties. The conflict resolution process involves:

1. Identifying all points of view
2. Identify an independent or neutral facilitator (if possible). Facilitator acceptable to all.
3. Bring all relevant issues forward for discussion
4. Each person states their position with the others actively listening
5. Look at a range of options and all possibilities
6. Try to come to an agreement or understanding where everyone "wins"
7. Agree on consequences
5. Have a back-up plan

In the Servas experience, the power is with the host (the power balance is not even). The above model recommends a neutral third person when possible (this could be an appointed position within Servas or with the National Secretary.

Some of the other workshops were more informative in nature and did not require direct recommendations. I am contacting Zulma to receive her report on Does Servas Promote Peace? which will be done in Spanish. I am asking Marisa if it is possible to get a brief translation.

Presentations

Three presentations were arranged for delegates and visitors to attend:

Street Children (from the Latin American conference)

The Godchild Project (a local initiative to assist poor families through sponsorship of a child

The Storyboat Project (a professional storyteller who promotes literacy in Guatemala)

The following workshop was of special significance

Interviewing Workshop

About 20 people attended the workshop with perhaps another 10 coming and going

BURNING ISSUES

1. There is a need for a report from the Committee established at the last International Conference.
2. When interviewing: ask applicant to describe Servas and if they cannot, Give them information before continuing.
3. The need to be more strict in interviewing.
4. Emphasis in interviewing, peace organisation and mutual responsibilities.
5. Find out if applicants are interested in other people and tolerant of differences
6. Applicants asses Servas by attitude of interviewers' "warmth of·reception"
You're here to serve Servas. Servas is not here to serve you.
7. What do you know about Servas? Are you interested in other people? -
8. Standardised way of interviewing with a checklist.
9. People who call at last minute should be told to hold off until their next trip.
10. The interview is the initial contact. Understanding and respect are important. Servas is not free travel, but way of meeting people.
11. Discuss expectations, both those of travellers and hosts.
12. Concepts of Servas: What is it?

STANDARDIZED FORMS

1. Every country should have a form and all should be similar.
2. Problem with standard form -Makes interview short. Most important thing is to make the person aware of what Servas is.
3. Need forms that have same information for all countries.
4. Check list as starting point and be sure all important issues are covered.

INFORMATION GIVEN TO TRAVELLERS

1. Need to understand culture of countries where they plan to travel.
2. In US Bringham Young Univ. puts out publication of Culturegrams, the culture and practices of over 100 countries in a concise 4 page form.
3. Important to tell traveller to read introduction at front of host book
4. Explain what you have learned through your travel experiences: eg. presenting the Letter of Introduction.
5. Honour practices in hosts' home.
6. Two-way street: treat people with respect even if you don't connect with them.
7. Make extra copies of Letter of Intro. so hosts can keep one.
8 Interviewers need information on expectations of travellers in different countries and appropriate behaviour. Just feed it back). Instead,
9. Don't tell applicant immediately about Servas (find out what they know.)
10. Informal chat first, then interview a week later.
11. Australia coordinator does approval. In US, it's the NY office

12. Help traveller realise differences and suggest they bring something to host.
13. Help travellers to understand importance of not making assumptions.
14. Interviewing host required in USA, This group considers that interviewing hosts should be required in all countries.
15. Question "What can you bring to your hosts?" Difficult for some young people. Can they fix something, prepare a meal, child care?
16. Warn traveller --they may come across problems. What to do? How to handle. OK to say "Excuse me. I think will leave." Report back to National. Secretary. Also report to secretary of the host country.
17. Some people if rejected by an interviewer may go to another interviewer. Hard to handle this?
18. New York office sends out letters if travellers are not suitable or creating problems.
19. Interviewer needs background of country traveller will visit. Interviewers need training.
20. Make sure you get the original letter of Introduction from travellers who have created problems.

RE INTERVIEWING
1. Person who has travelled before, knows what to say if reinterviewed.
2. In USA, Internet system to 'flag" a person who has misbehaved. Other countries do not have a national office and need some kind of record.
3. Need for worldwide central system to identify people who are not suitable.
4. If you have a problem traveller and you think their paper should be taken away, best not to go alone , but involve the coordinator.
5. Danger overjudgement. Don't get too hasty to condemn travellers. Example: host may have been at fault.
6. Interviewing hosts - Is it appropriate to visit home? IS there a place to put down a sleeping bag.is it OK?
7. Basic rules, Never exchange money with a host and accept any accommodation.
8. Interviewing hosts , don't judge accommodations (only if extremely dirty).
9. Servas is now middleclass. If you want diversity you have to accept all types of accommodation.

PHONE INTERVIEWS
1. France: do not accept phone interviews.
   Australia - seldom do phone interviews. May start with phone interview
   and if ok, follow with personal interview.
2. If you do phone interviews you need a checklist

REFERENCE LETTERS

1. Should they be required?

2. Insist on 2 letters, from a friend? or professional who has known person in official capacity. Check to see if person is in the phone book.
In France they are not required.

3. USA recommends 2 letters of reference. One from employer, minister and other can be from a friend. They need date, address and phone number.

4. Tell traveller to always keep L.O.I. so you have proof that they have been a traveller before.

5 If traveller is not host, in France say no, unless a student. Australia doesn't require travellers to host, if pressured, they may not be suitable.

6. Best hosts come from travellers.

7. Can encourage people who do not have room, to be day hosts.

RECOMMENDATIONS

1. Make information on other countries available to interviewers

2. Check with libraries - refer travellers for information.

3. Request that Peter and Edith formulate these from suggestions made during the workshop.

Other Business

Logo   The Assembly voted to retain the existing Logo 23 votes for and 17 votes for the new logo presented by Michael Johnson.

50th Birthday party Vibeke Matorp to co-ordinate the celebrations.

Ray Scott to chair the nominations committee

Finance Committee Ursula, Bethene, Francisco were approved to be members of the finance committee

The committee will look at past spending patterns and future spending predictions, it will make suggestions about the level of fees. It will look into the methods for collection of income for SI.

It will not oversee current EXCO spending which is the responsibility of the treasurer.

The following countries were put forward to host the next conference, Poland, Italy, Thailand, India, Nepal, Marutius.

This was the first bi-ligual conference to be held, thank you Marco for your great work in translating.

Chris also thanked all those that had helped organise the conference for a job well done