

RAWCS – Airbnb.org Emergency Accommodation Program

A Rotary Club/District's Step-by-Step Guide

1. Introduction

Rotary Australia World Community Service (RAWCS) has partnered with Airbnb.org to support communities across Australia affected by disasters such as bushfires, floods, and other events by providing free, short term emergency accommodation through Airbnb.

Under this program, local Rotary clubs and districts play a key role by identifying eligible individuals and families within their communities who require temporary housing assistance. You can read more about this program [here](#).

This guide outlines how Rotary clubs and districts can access and secure free Airbnb accommodation for community members through the RAWCS and Airbnb.org partnership during times of disaster.

2. How to start an emergency Airbnb accommodation response

Email: airbnb@rawcs.org.au copying emergencyresponse@airbnb.org, and hannah.bellamy@ext.airbnb.com

- **When:** As soon as a disaster is officially declared.

Note: You may also put in a request in advance of the event e.g. a forecast cyclone. However, you would need to have an official declaration of the disaster on file prior to making use of the assistance provided by Airbnb.org.

- **What:** Include the estimated or actual number of people impacted and any preferred relocation spot.

RAWCS will contact Airbnb and request support on your behalf. Airbnb.org's Emergency Response team will reply to confirm they have Airbnb support available.

3. How to share who needs help

Airbnb.org's reply to your email will include a link to a newly created **Smartsheet**. This is a tool to capture the details of people in need. Airbnb refers to them as guests or beneficiaries.

Disaster Response Global - Apr - Hurricane George ☆							
Latest Comment	Reference Guide	Request Date	Credit Issuance Status	Address verified?	Guest First Name	Guest Last Name	Guest Email
	Initial Referral Allocation:		Credits have been issued	✓			
alexanne.neff@ext.airb	500 nights (50 families for 10 nights)		Flagged; see comment	✗			
	Credits must be used w/in 10 days of issuance		Credits have been revoked	!			

You enter the details of **one adult** per household:

Request Date: The date you are entering the details

Guest Name: First and last name of one person from each household seeking accommodation. This person needs to be over 18.

Guest Email: The email address of the named person. This must be entered correctly for them to receive Airbnb credits and they must have access to it. If they already have an Airbnb account, this should be the email address associated with it.

Guest Phone Number: The phone number of the named person. Ideally a mobile number they have access to.

Number of Guests: By entering the number of guests under each category, you ensure the family receives right-size support. Please put '0' rather than leaving a category blank. The categories are: (Adults (18+), Children (3+), Infants (0-2), Pets

Language Code: If the family prefers a language other than English, you can let the [Airbnb.org](https://www.airbnb.org) team know that here. Hover over the ⓘ in the column header to see codes for languages they are able to support.

Address: The address the family was staying in and that has been impacted by the disaster.

First Responder: This column is not relevant to Rotary Clubs/Districts and should not be 'ticked' even if the displaced person works as a first responder.

PLEASE SAVE AFTER EACH ENTRY Smartsheets don't automatically save data. If you do not save, the [Airbnb.org](https://www.airbnb.org) team won't be able to see your entries. If you leave the Smartsheet without 'saving', you'll lose the entered data.

4. Your obligation to RAWCS

Once [Airbnb.org](https://www.airbnb.org) approves RAWCS's request and provides you a Smartsheet to collect beneficiary details, you will also need to use a standard **tri-party agreement** from RAWCS, which is available on the RAWCS website [here](#). You must download this agreement, have each beneficiary sign it, and keep a copy on your file. The agreement clearly sets out the responsibilities of both your Rotary club or district and the beneficiary.

5. How [Airbnb.org](https://www.airbnb.org) issues the support

[Airbnb.org](https://www.airbnb.org) verifies the information you have entered in the Smartsheet and sends credit- funds to be used specifically on Airbnb directly to the beneficiary/guest email addresses. You can check this has happened by revisiting the Smartsheet and checking the 'Credit issuance status' note and colour code:

Credits have been issued: The guest has received credits and can use them to book an Airbnb.

You're done! The Guest/Beneficiary can now book free accommodation with Airbnb. If you want to read more about their experience you can do that [here](#).

Troubleshooting

Below are a few common issues and solutions which we hope will help. If you need additional support, you can contact Airbnb.org's Customer Support team by emailing airbnb-org-support@airbnb.com or calling **+61272018175**. Please only do this once the Emergency Response team has responded to your original email. And please share the contact details with the Guest if they need individual support linked to their booking.

- For issues where your support is needed, Airbnb.org will tag you in a comment on the Smartsheet. The comment can be viewed by hovering over the comment icon or the "Latest Comment" column.
- If you need support with a particular guest or want [Airbnb.org](#) to be aware of any issues, please tag them in a comment on the Smartsheet.
- Occasionally, 'Credit issuance status' won't turn green. Instead, you'll see:

Flagged: see comment: This means there is an issue issuing credits, which [Airbnb.org](#) has indicated in the comments. Please read the comments to see if you can help eg double-checking the email address spelling.

Credits have been revoked: On rare occasions, credits are revoked. This likely means the guest failed the Airbnb background check, previously violated Airbnb's terms and conditions, or another issue occurred. We are not able to discuss the particularities of these cases with you. The guest can discuss this directly with [Airbnb.org](#) Customer Support.

FAQs

Q. Who pays for the Airbnb Credits?

A. The credits are funded by Airbnb.org. A host who makes their property available receives payment just like any commercial stay.

Q. Is Airbnb able to provide support to all eligible people impacted by a disaster?

A. Under the partnership between Airbnb.org and RAWCS, Airbnb.org has committed to supporting eligible beneficiaries wherever possible. However, the level of support available will depend on several factors, including the availability of suitable Airbnb properties.