

YOUNGER STUDENTS AND HOMESTAY POLICY AND PROCEDURE

Approving authority	Executive Management Team
Purpose	This policy has been developed to meet the requirements of: <ul style="list-style-type: none"> - ESOS National Code 2018 Standards 5 and 6 - VRQA's Guidelines for the Enrolment of Overseas Students Aged Under 18 - Ministerial Order No. 1359 Implementing the Child Safe Standards – Managing the Risk of Child Abuse in Schools and School Boarding Premises
Responsible Officer	International Student Coordinator
Associated documents	<ul style="list-style-type: none"> Child Safety Policy and Procedure Child Safe Risk Management Policy and Procedure Younger Students Policy and Procedure Mandatory Reporting Policy Responding to and reporting allegations of suspected child abuse Policy and Procedure Student Support and Services Policy and Procedure Student Behaviour Management Policy and Procedure Human Resources Policy and Procedure Critical Incident Policy and Procedure Refusal, Deferral, Suspension and Cancellation of Student Enrolment Policy and Procedure Student Complaints and Appeals Policy and Procedure Record Management Policy Student Behaviour Management Policy and Procedure

1. Rationale

Ozford College (the College) takes its duty of care responsibilities very seriously and therefore needs to ensure that the proposed arrangements for the accommodation, support and welfare of those students under 18 years of age are safe and suitable. All CAAW arrangements for students must meet the Victorian Child Safe Standards and relevant persons must hold valid Working With Children clearances.

This policy has been developed to meet the requirements of the National Code 2018 Standard 5, where students under the age of 18 are not being cared for in Australia by a parent or suitable nominated relative; the College must ensure the arrangement made to protect the personal safety and social well-being of those students are appropriate. This policy also addresses the Victorian Child Safe Standards and Ministerial Order 1359 Managing The Risk Of Child Abuse In Schools And School Boarding Premises.

2. Scope

This policy applies to:

- All staff, contractors, carers and other persons involved in the provision of accommodation and support services to international students.
- Ozford international students who are aged under 18 years where the College has taken on the responsibility under the Migration Regulations for approving the accommodation, support and general welfare arrangements.
- Ozford students that are living in a homestay arrangement and are over the age of 18 years.

3. Policy

- 3.1 The College is committed to providing appropriate accommodation and support services to students to enable and provide them with every opportunity to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.
- 3.2 The International Student Coordinator has responsibility for deciding whether or not the College will take CAAW responsibility for the student. The International Student Coordinator has been delegated this role by the PEO and the Executive Management team (EMT).
- 3.3 Ozford will agree to take CAAW responsibility for a younger student on the condition that:
- Option 1: Students' parents give permission for students to physically reside with a homestay organised by Ozford; or
 - Option 2: Students to physically reside with a carer nominated by the parents and approved by Ozford.
- 3.4 All students who are under 18 years of age must appoint an independent welfare support person.
- 3.5 By default, the nominated date for which the College accepts responsibility for approving the student's accommodation, support and general welfare arrangements is for the period of the Confirmation of Enrolment (CoE) plus 7 days before and after the CoE date.
- 3.6 Where the College has issued a CAAW letter accepting the responsibility for approving the accommodation, support and general welfare arrangements for a student who is under the age of 18, **Ozford College will not delegate, outsource or contract out that responsibility.**
- 3.7 To ensure quality of support and child safety, all College staff involved in supporting students receive appropriate training as set out in the Child Safety Policy and Procedure and the Student Support and Services Policy and Procedure.
- 3.8 When the College issues a CAAW letter to enable student enrolment, the College ensures that the Homestay hosts are child safe screened and meet the homestay selection suitability check requirements that include:
- All persons over the age of 18 living in the homestay are verified as holding Working with children clearance.
 - The identity of each adult is verified using photo identification (eg drivers license, passport).
 - Reference checks of at least 2 referees are obtained for the homestay hosts to check for suitability for child connected work
 - A Site visit is conducted to:
 - Interview the homestay hosts for suitability of provision of homestay services and suitability for child connected work.
 - Check the homestay has suitable facilities and the student will be provided with his/her own bedroom that is appropriate to the age and needs of the student.
 - Provide the homestay host with appropriate information regarding their responsibilities including child safe obligations
 - Supply with the Ozford emergency contact details; and

- Supply the student's parents contact details (if not already held).
- 3.9 Students who are under 18 years of age are not allowed to move out of a homestay arrangement without consent from the College. The College reserves the right to cancel a student's enrolment and will update PRISMS if students move out without consent
- 3.10 The College will take all practical steps to ensure appropriate accommodation and welfare is maintained at all times, regardless of the overseas student's study circumstances.
- 3.11 The College will ensure that overseas student accommodation or welfare arrangements continue to be suitable for child connected work by:
- Confirming all persons over the age of 18 residing at the homestay have a verified Working with Children Clearance (WWCC).
 - Checking the suitability of homestay arrangement by site visit at least every six months that the overseas student accommodation is appropriate to the student's age and physical needs.
 - Providing the homestay host with appropriate information regarding their responsibilities including child safe obligations at least annually.
- 3.12 The College provides younger overseas students age and culturally appropriate safety information as part of the orientation process, including what to do and who to contact in an emergency, and how to report any incident or allegation of sexual, physical or other abuse.
- 3.13 All Students under the age of 18 years (whether or not living in a homestay) are provided with a Student Safety Card as part of the orientation process. The Student Safety card which will include
- the homestay host's address, home telephone number and mobile numbers
 - emergency contact details, including 24/7 contact details for Ozford College international student coordinator and
 - general emergency contact information, ie. 000; and
 - a statement that "Ozford College is regulated by the Victorian Registration and Qualifications Authority (VRQA). Students can contact VRQA at www.vrqa.vic.gov.au"
- 3.14 Students are required to notify Ozford within 7 days if there are any changes to:
- The students current address, mobile number or email address
 - Emergency contact details
 - Parent/legal guardian (or any adult responsible for the student's welfare) contact details

Review

- 3.15 As required by Ministerial Order 1359 Managing the Risk of Child Abuse in Schools and School Boarding Premises, this policy is reviewed after any significant child safety incident, or at least every two years, and improved where applicable.

4. Procedure

Option 1: Homestay hosts

Sourcing, Checking and Verifying Suitability of Homestay Agents

- 4.1 The College will source suitable outsourced homestay agents to provide access to, and assist College staff to Homestay hosts for the College's international students that satisfy the following criteria:
- The organisation will have appropriate experience and knowledge of the accommodation needs of international students and the requirements of the ESOS Act, National Code of Practice 2018, the Victorian Child Safe Standards including Ministerial Order 1359 and the Victorian Registration and Qualifications Authority Guidelines.
 - The organisation will have capacity to source suitable homestay accommodation for College's international students as and when required.
 - The organisation will have available suitable homestay arrangements that may be used as emergency accommodation if an international student needs to be moved at short notice.
 - The organisation will have capacity to respond quickly to a critical incident including an appropriate critical incident policy and procedures including immediate notification to Ozford of the incident.
 - The organisation will be child safe screened including that all staff that may potentially interact with international students will be subject to the following:
 - working with Children Check status, or similar check;
 - proof of personal identity and any professional or other qualifications;
 - the person's history of work involving children; and
 - references that address the person's suitability for the job and working with children
 - All staff will receive training in Ozford's child safe practices and in their reporting obligations.

Homestay Host requirements

- 4.2 In sourcing homestay hosts, the homestay agent must:
- Conduct an interview to ascertain if likely to be suitable host and satisfy child safety requirements. This includes the ability to adequately respond to examples of situations that can arise whilst caring for a student.
 - Visit the homestay host to inspect the premises to confirm suitability as part of the initial selection process. Inspection of the home and the student's room must check for:
 - Location of host (needs to be close to public transport)
 - Cleanliness in the home/bathroom, etc.
 - Appropriate room including a bed and bedding, desk, lighting-Lamp/window etc, suitable chair and wardrobe
 - Confirm that the homestay host:
 - is over the age of 21 years;
 - is an Australian or hold a suitable visa to live in Australia permanently;
 - will live at the premises at all times the student is in residence until the student turns 18 years of age
 - agrees to accept the responsibility to act as the homestay host until student turns 18 years of age

- Screen the homestay host and their family for suitability for child connected work including:
 - Obtain, verify (using the Working with Children Victoria check tool) and record a current Working with Children Check clearance (WWCC) for all persons over 18 years of age.
 - Obtain and record personal identification and visa status of the homestay host
 - Obtain and record at least two references to confirm suitability for child connected work.
- Carefully evaluate responses and look for qualities that make good Homestay hosts: understanding, kindness, flexibility and generosity.
- Provide Ozford College with a Homestay profile of the family, including evidence of screening.
- Provide an induction into the Ozford College child safe policies and procedures.
- Have evidence that at least annually, the appropriate guidance and training is supplied to the Homestay host.

4.3 The Homestay agent must ensure and provide evidence that the host family understands that they must:

- Provide a welcoming household and culturally safe environment
- Live close to public transport
- Supply an individual room for each student with bed, bedding, wardrobe, desk, desk lamp, and a place for books
- Provide effective heating and cooling in the room used by the student
- Supply three meals per day, including a prepared dinner each night (it is expected that meals are taken with the student as a family unit) and access to fresh and adequate food for the student to independently make breakfast and lunch
- Provide space in the kitchen for the student to store their snacks and drinks
- Provide electricity, gas and water except internet and phone calls (which may be supplied by arrangement)
- The use of laundry facilities including washing machine, laundry detergent, iron and space for students to dry their clothes
- Provide a key to the host's premises
- Provide a smoke free environment
- Provide support to make sure the student is confident using public transport so that they can easily get to and from school. Accompany the student to their place of study and travelling with them by public transport at least once, assist them in buying MYKI tickets and opening bank accounts.
- Respect the Privacy of the student
- Provide care and support in the event of illness.
- Ensure all household members and regular visitors over the age of 18 have a current Working with Children Check clearance (WWCC).
- Maintain contact with Ozford on a regular basis and liaise with Ozford as required:
 - to ensure that the student understands and abides the Ozford Policies and procedures
 - to ensure that the student meets attendance and course progress visa obligations.
 - if the student is not able to attend class or does not return home overnight

- Agree for Ozford to inspect the homestay to ensure that Ozford is satisfied with the arrangement and to monitor the arrangement
- Agree to inform Ozford within 2 working days if any contact details change.

4.4 Details to be provided to the College for each homestay host include:

- Information about the homestay:
 - Name, date of birth, all contact numbers and occupation for all members of the household
 - No Smoking policy
 - Number of rooms, details of each: bathroom (private/shared), laundry facilities, phone, internet, cable TV, pool, piano, pets (are they allowed inside)
 - Students that the host may be currently hosting details – Nationality, age, gender and College they are attending.
 - Location – Map reference, Met zone, travel time to school. Distance to train, tram and bus.
 - Student preferences – male/female, over 18 only?
 - Host interests/activities/history/holidays/past experiences/clubs/churches etc.
- Suitability for child connected work records including:
 - A current WWCC for every adult residing or frequently visiting the premises which has been verified using the WWC Victoria status website (<https://online.justice.vic.gov.au/wwccu/checkstatus.doj>).
 - A current Victorian Police Report
 - Proof of identity for every adult residing or frequently visiting the premises
 - The homestay host's history of work involving children; and
 - At least two references that address the person's suitability for the job and suitability working with children.
- Homestay agents should have a declaration for hosts to agree to and sign (see attached sample declaration).
- Records of homestay experience including:
 - Name of previous students
 - Dates of previous students stays
 - Inspection records
 - Records of any issues with Homestay students and how they were resolved

4.5 While the College expects the Homestay agent to supply verified homestay hosts. The College **does not delegate** its responsibility to screen and monitor homestay hosts. The College will conduct its own screening and assessment of homestay hosts on appointment and as part of six-monthly site visits.

Placing Students in Homestay Accommodation

4.6 Under 18 students who require Homestay are required to complete a Homestay application form to specify their needs and preferences. Any special needs and preferences are to be recorded on the form.

4.7 Before placing an under 18 students in homestay, the College will review the homestay application form and liaise with the homestay agent to organise a homestay family that is deemed suitable for the age and needs of the student. Upon request, the homestay host profile may be reviewed by the student and family.

- 4.8 The International Student Coordinator will conduct screen the homestay host through an independent site visit and checks of the child safe screening information supplied by the Homestay agent prior to placement of the student.
- 4.9 As part of the site visit, the International Student Coordinator will provide child safety and homestay training. The homestay host will be required to comply with the College child safety and homestay policies and procedures.
- 4.10 If the homestay is found unsuitable, the homestay accommodation supplier will be asked to provide another homestay host.

Monitoring of the Homestay Agent

- 4.11 The College will monitor the Homestay agent to confirm the ongoing suitability of homestay accommodation and to ensure its staff and all homestay providers are suitable for child connected work. The Agreement will be reviewed annually at the end of each calendar year. The quality of the service will be measured on:
- The number of Homestay hosts rejected by Ozford College prior to acceptance
 - The retention of students in their homestay
 - Feedback from the students and their parents
 - Any critical issues that arise in respect to the homestay arrangements and the suitability of the supplier's response to these issues.
 - Outcomes from homestay provider inspections carried out for each Homestay provider
- 4.12 The College may terminate the agreement at any time by giving 30 days' written notice to the Homestay agent.
- 4.13 If the agreement is terminated by either party, existing Homestay arrangements will remain in place for the planned duration providing the Homestay host continues to meet their commitments and the student is satisfied with the arrangement.

Option 2: Carers

- 4.14 The family of the student may prefer to use a family friend or relative to act as the homestay host. The College calls such person's carers.
- 4.15 Where the College has CAAW responsibility for a student, the College must approve the arrangement and the process for screening and monitoring the carer is the same as for a carer.
- 4.16 Carers must:
- be over the age of 21
 - be an Australian or hold a suitable visa to live in Australia permanently;
 - live at the premises at all times the student is in residence until the student turns 18 years of age
 - agree to accept the responsibility to act as the carer until student turns 18 years of age
 - meet child safe screening requirements including:
 - Obtain, verify (using the Working with Children Victoria check tool) and record a current Working with Children Check clearance (WWCC) for all persons over 18 years of age.

- Obtain and record personal identification of the homestay host
 - Obtain and record at least two references to confirm suitability for child connected work.
- Supply suitable accommodation including:
 - Provide a welcoming household and culturally safe environment
 - Live close to public transport
 - Supply an individual room for each student with bed, bedding, wardrobe, desk, desk lamp, and a place for books
 - Provide effective heating and cooling in the room used by the student
 - Supply three meals per day, including a prepared dinner each night (it is expected that meals are taken with the student as a family unit) and access to fresh and adequate food for the student to independently make breakfast and lunch
 - Provide space in the kitchen for the student to store their snacks and drinks
 - Provide electricity, gas and water except internet and phone calls (which may be supplied by arrangement)
 - The use of laundry facilities including washing machine, laundry detergent, iron and space for students to dry their clothes
 - Provide a key to the host's premises
 - Provide a smoke free environment
 - Provide support to make sure the student is confident using public transport so that they can easily get to and from school. Accompany the student to their place of study and travelling with them by public transport at least once, assist them in buying MYKI tickets and opening bank accounts.
 - Respect the Privacy of the student
 - Provide care and support in the event of illness.
- agree to maintain contact with Ozford on a regular basis and liaise with Ozford as required:
 - to ensure that the student understands and abides the Ozford Policies and procedures
 - to ensure that the student meets attendance and course progress visa obligations.
 - if the student is not able to attend class or does not return home overnight
- agree for Ozford to inspect the carer's home to ensure that Ozford is satisfied with the arrangement and to monitor the arrangement
- agree to inform Ozford within 2 working days if any of his/her contact details change.
- Ensure all household members and regular visitors over the age of 18 have a current Working with Children Check clearance (WWCC).

4.17 Carers will be screened by the International Students Officer to ascertain the suitability of the arrangement before a CAAW can be issued. The screening will include:

- Conduct an interview to ascertain if likely to be suitable host and satisfy child safety requirements. This includes the ability to adequately respond to examples of situations that can arise whilst caring for a student.
- Visit the carer to inspect the premises to confirm suitability as part of the initial selection process. Inspection of the home and the student's room must check for:
 - Location of host (needs to be close to public transport)
 - Cleanliness in the home/bathroom, etc.

- Appropriate room including a bed and bedding, desk, lighting-Lamp/window etc, suitable chair and wardrobe
 - Confirm that the homestay host:
 - is over the age of 21 years;
 - is an Australian or hold a suitable visa to live in Australia permanently;
 - will live at the premises at all times the student is in residence until the student turns 18 years of age
 - agrees to accept the responsibility to act as the homestay host until student turns 18 years of age
 - Screen the carer and their family for suitability for child connected work including:
 - Obtain, verify (using the Working with Children Victoria check tool) and record a current Working with Children Check clearance (WWCC) for all persons over 18 years of age.
 - Obtain and record personal identification and visa status of the carer.
 - Obtain and record at least two references to confirm suitability for child connected work.
 - Carefully evaluate responses and look for qualities that make good carers: understanding, kindness, flexibility and generosity.
 - Provide an induction into the Ozford College child safe policies and procedures.
 - Confirm that at least annually, the carer agrees to complete child safe training.
- 4.18 On the day of arrival, the carer must inform the College and organise a time for the student to visit the College.
- 4.19 The Student Services team will interview the student to ensure that the student has settled and there are no issues for both the student and the accommodation arrangement.
- 4.20 The student will be monitored to confirm suitability of the arrangement. Any issues arising are dealt with promptly to reduce distress or discomfort to all parties.

Student Orientation and Safety Information

- 4.21 All students attend an orientation on commencement of their studies as set out in the Student Support and Services Policy and Procedure. The process includes provision of a student safety card.

Monitoring Accommodation and Care Arrangements

- 4.22 The Student will be informed as part of Orientation that they can approach the Student Services staff at any time if they encounter any issue with the homestay or carer arrangement.
- 4.23 Once a student has moved into a homestay or carer arrangement (usually in the first 4 weeks), the Student Services team will conduct an interview with the student to obtain feedback of the homestay or carer arrangement.
- 4.24 Any issues arising with the homestay or carer arrangement will be dealt with promptly to reduce distress or discomfort to all parties.

- 4.25 Feedback will be sought from students and families about the quality of the homestay and carer arrangements. Students will be encouraged to provide feedback to Student Services team any time during their stay.
- 4.26 The Student Services team will use the feedback from students, families, Ozford staff and any welfare support providers to ascertain if the homestay host or carer is a suitable and appropriate option for student.
- 4.27 The International Student Coordinator will conduct a site visit to the homestay or carer every six months after placement to verify that the accommodation is appropriate to the student's age and needs (unless the particular homestay has been verified by a site visit in relation to another student in the previous three months).
- 4.28 As part of the site visits, the College will provide child safety training.
- 4.29 The College will monitor the suitability of the homestay and carer accommodation until the student turns 18 years of age or when the CAAW period ceases.
- 4.30 Students will be encouraged to see the Student Services team if they have any concern or issues with the arrangement. Follow up meetings and interviews will be documented.

Missing student

- 4.31 Where a student is missing from their accommodation and cannot be contacted, the International Student Coordinator will enact the Critical incident Policy and Procedure.
- 4.32 If the incident involves a student going missing, the College will:
- make all reasonable efforts to locate the student.
 - if the student cannot be located, immediately:
 - notify Victoria Police.
 - the student's parents or legal guardians.
 - if the student is an overseas student, the Principal will notify the VRQA by phone/email and the Commonwealth via PRISMS as soon as practicable.
 - if the incident results in the student not being able to continue to reside at their current homestay, immediately support the student to transfer to an alternative homestay host (or emergency homestay if necessary) so as to not allow any gap in the student's welfare arrangements. The College will notify the student's parents/legal guardians of the change.
 - if the College is no longer able to approve the welfare arrangements of a student, as the student will not reside at approved homestay accommodation, make all reasonable efforts to ensure that the student's parents or legal guardians are notified immediately.
 - advise Immigration via PRISMs:
 - as soon as practicable if the student will be cared for by a parent or nominated relative approved by Immigration and a Confirmation of Appropriate Accommodation and Welfare (CAAW) is no longer required
 - within 24 hours if the College is no longer able to approve the student's welfare arrangements

Unsuitable homestay arrangements

- 4.33 Where the College finds a homestay arrangement that is not suitable, an alternative arrangement will be immediately made that is safe and appropriate for the student.
- 4.34 If the homestay is found unsuitable for the student, the homestay agent will be asked to provide another homestay host.
- 4.35 If a carer is found unsuitable, the student will be placed in a suitable homestay arrangement sourced by a homestay agent.
- 4.36 If an under 18-year-old student is found to be not living in approved homestay accommodation, the Student Behaviour Management Policy and Procedure will be followed. The following actions may be taken:
- the student will be asked to immediately move into a homestay arrangement approved by the College. If this involves a move from a parent arranged to a College arranged homestay, the homestay placement fees will apply.
 - if the student refuses to move to the approved homestay arrangement, a letter of intention to report for non-approval of welfare and living arrangement (see below) will be sent to the student and the parents will be informed. The student will be requested to meet with the Student Welfare Officer.
 - In the meeting, the student will be reminded of their visa obligations and the student will be requested to make a payment of the homestay placement fee to enable the College to organise a homestay for the student.
 - if the student still refuses to live in suitable accommodation and/or payment is not received within 1 week, Ozford will commence the cancellation process as set out in the Refusal, Deferral, Suspension and Cancellation of Student Enrolment Policy and Procedure.

Cancelling/Ending Welfare Arrangement

- 4.37 The Refusal, Deferral, Suspension and Cancellation of Student Enrolment Policy and Procedure sets out the College cancellation processes.

Welfare support providers

- 4.38 Students who are under 18 years of age must appoint an independent welfare support provider who is:
- A professional welfare support provider; or
 - A person nominated by the student's family (who is not the carer or homestay host)
- 4.39 The welfare support provider must:
- Contacting the parents and student prior to their arrival, to provide advice and tips for travelling to Australia and confirm visiting arrangements.
 - Visit the student at their accommodation after arrival in Australia and independently check that the accommodation is clean and safe.
 - Explain visa regulations, important safety and security information direct to the student.
 - Assist the student to open a bank account and purchase a local telephone SIM card (if required).
 - Help the student purchase a local transport card and explaining how to use local public transport (train, bus, tram, taxi etc).
 - Explain to the student how their overseas health insurance (OSHC) works and provide advise on how to obtain or register their health insurance card.

- Regularly meet with the homestay host (if the student is staying in home stay) or carer and help explain homestay rules direct to student.
 - Have regular meetings with the student online and in person, visit Ozford a minimum of every 14 days and talk with academic staff to ensure student is satisfactorily progressing with their studies.
 - Provide regular feedback to parents
 - Attend parent teacher interviews and report results to parents
 - Assist with translation of academic reports and send a copy to the parents
 - Check students' holiday plans, assist with booking air tickets if needed and report to the College about holiday arrangements
 - Assist students arrange medical appointments
 - Assist students apply for a change of approved accommodation if needed. Ozford must approve any change of accommodation.
 - Support Ozford in providing emergency assistance for critical incidents.
- 4.40 The College will screen the nominated welfare support provider to confirm that the person satisfies the following criteria:
- be over the age of 21
 - be an Australian or hold a suitable visa to live in Australia permanently;
 - agree to accept the responsibility to act as the carer until student turns 18 years of age
 - The organisation or person will have appropriate experience and knowledge of the support needs of international students and the requirements of the ESOS Act, National Code of Practice 2018 and the Victorian Child Safe Standards.
 - If an organisation, the welfare support provider will have capacity to source suitable welfare support persons as and when required.
 - The welfare support provider will have capacity to respond quickly to a critical incident including an appropriate critical incident policy and procedures including immediate notification to the College of the incident.
 - The welfare support provider will be child safe screened and all staff that may potentially interact with younger students will be subject to the following:
 - working with Children Check status, or similar check;
 - proof of personal identity and any professional or other qualifications;
 - the person's history of work involving children; and
 - references that address the person's suitability for the job and working with children.
- 4.41 All welfare support providers will receive training in the College's child safe policies and practices and in their reporting obligations on appointment and annually.

5. FEEDBACK

Feedback or comments on this policy and procedure is welcomed by the listed responsible officer.