



**Northside**  
Christian College



# **Homestay Policies, Procedures and Risk Management**

# **HOMESTAY POLICIES, PROCEDURES & RISK MANAGEMENT**

Collated by: Business Manager

Location of copies: Enrolments Office

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## Homestay Policies, Procedures and Risk Management

### 2. Preamble

#### Purpose:

The purpose of this document is to provide details to parents of homestay students, homestay students and homestay hosts of the various requirements, expectations and government regulations that will allow Northside Christian College ("the College") to satisfy both commonwealth and state regulatory requirements with regard to homestay students.

With particular attention to:

- the protection, well being and safety of the homestay student.
- written documentation outlining the responsibilities of care as they apply to all parties.
- Ensuring the College can deliver a safe and non-threatening environment conducive to enhancing the learning and life experience of the student.

#### Scope:

This document applies to:

- Homestay students
- Homestay hosts
- Residents at the homestay property
- Visitors to the homestay property
- Relevant staff

#### Review:

The following Staff members are responsible for the review this document:	
Leighton Kuss	Principal
Jacquelyn Brown	Enrolments Officer
Review due by: August 2019	Created August 2017

## References:

NC D St...	National Code of Practice for Providers of Education and Training to Overseas Students 2017 (Part D Standard....)	<a href="https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx">https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx</a>
ESOS Act 2000 s...	Education Services for Overseas Students (ESOS) Act 2000 (subsection...)	<a href="https://www.legislation.gov.au/Details/C2016C00935">https://www.legislation.gov.au/Details/C2016C00935</a>
ESOS (Reg Charges) Act 1997	Education Services for Overseas Students (Registration Charges) Act 1997 (the Charges Act)	<a href="https://www.legislation.gov.au/Details/C2016C00773">https://www.legislation.gov.au/Details/C2016C00773</a>
*ESOS (TPS Levies) Act 2012	The Education Services for Overseas Students (TPS Levies) Act 2012	<a href="https://www.legislation.gov.au/Details/C2016C00779">https://www.legislation.gov.au/Details/C2016C00779</a>
E(OS) Reg 2014 s..	Queensland Education (Overseas Students) Regulation 2014 (subsection...)	<a href="https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/E/EducOverStuR14.pdf">https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/E/EducOverStuR14.pdf</a>
ESOS Reg 2001	Education Services for Overseas Students Regulations 2001	<a href="https://www.legislation.gov.au/Details/F2016C00681">https://www.legislation.gov.au/Details/F2016C00681</a>
*LI –ESOS Act 2000 s46D(7) & s47E(4)	Education Services for Overseas Students (Calculation of Refund) Specification 2014	<a href="http://www.comlaw.gov.au/Details/F2014L00907">http://www.comlaw.gov.au/Details/F2014L00907</a>
*LI-ESOS Act 2000 s46B	Legislative Instrument: Education Services for Overseas Students (Notifying provider default – requirements for a notice) Determination 2012 (No. 1)	<a href="http://www.comlaw.gov.au/Details/F2012L01387">http://www.comlaw.gov.au/Details/F2012L01387</a>
*LI-ESOS Act 2000 s46F	Legislative Instrument: Education Services for Overseas Students (Provider default – discharge of obligations – requirements for a notice) Determination 2012 (No. 1)	<a href="http://www.comlaw.gov.au/Details/F2012L01388">http://www.comlaw.gov.au/Details/F2012L01388</a>
*LI-ESOS Act 2000 s47C	Legislative Instrument: <b>Education Services for Overseas Students (Notification of student default – requirements for a notice) Determination 2012 (No. 1)</b>	<a href="http://www.comlaw.gov.au/Details/F2012L01390">http://www.comlaw.gov.au/Details/F2012L01390</a>
*LI-ESOS Act 2000 s47H	Legislative Instrument: <b>Education Services for Overseas Students (Student default – discharge of obligations – requirements for a notice) Determination 2012 (No. 1)</b>	<a href="http://www.comlaw.gov.au/Details/F2012L01384">http://www.comlaw.gov.au/Details/F2012L01384</a>
*LI-ESOS Act 2000 s50D	Legislative Instrument: <b>Education Services for Overseas Students (TPS Director to notify Immigration Secretary of payment of refunds) Determination 2012 (No. 1)</b>	<a href="http://www.comlaw.gov.au/Details/F2012L01386">http://www.comlaw.gov.au/Details/F2012L01386</a>
See Australian Government Department of Education and Training ESOS Framework - <a href="#">ESOS Act, Regulations, National Code and Legislative Instruments</a> .		

## Homestay Policies, Procedures and Risk Management

### 3. Risk Management Strategy

Northside Christian College (the College) is committed to the safety and well-being of all of its students enrolled at the school including International students in homestay. In accordance with sections 171 and 172 of the *Working with Children (Risk Management and Screening) Act 2000 (Qld)*, the College is dedicated to eliminating and minimising risks to child safety through this Strategy which includes and refers to various other policies and procedures to effectively ensure the safety and well-being of children in the school's care.

The Child Risk Management Strategy Policy and the Child Protection Policy is evidence of the College's commitment to the safety and well-being of children and the protection of children from harm in fulfilment of the requirements of section 3(1)(a) of the *Working with Children (Risk Management and Screening) Regulation 2011 (Qld)*.

Northside Christian College's Child Risk Management Strategy Policy is available from:

The main College reception

Intranet via GOOGLE DOCS

Upon request

Northside Christian College's [Child Protection Policy](#)

The College believes all Homestay students have the right to feel safe, be listened to, be involved in decisions that affect them, have cultural values respected, not be unjustly discriminated against on the basis of status, activities, expressed opinions or beliefs of parents or carers, and have their best interests considered.

Students under the College care should be provided with the knowledge and information required to feel empowered to take action in the event of abuse or neglect. The College acknowledges that Homestay students are unique and valued individuals and deserve to be treated with care and respect. The College recognises that respect for Homestay students is the foundation upon which all policies and procedures are developed.

The College is committed to promoting wellbeing and protecting the security, safety and wellbeing of Homestay students under the College protection.

#### Statement of commitment:

- the College strives to create a safe and friendly environment for homestay students;
- the College believes all homestay students have the right to feel safe, be listened to, be involved in decisions that affect them, have cultural values respected, not be unjustly discriminated against on the basis of status, activities, expressed opinions or beliefs of parent/guardians and to have best interest considered;
- students under the care of the College should be provided with the knowledge and information they require to feel empowered to take action in the event of abuse or neglect;
- the College acknowledges that homestay students are unique and valued individuals and deserve to be treated with care and respect; and
- the College is committed to protecting the security, safety and wellbeing of homestay students under its protection. Any breach or suspected breach will be dealt with by investigation and reporting to relevant authorities, where necessary, refer the College's [Child Protection Policy](#)

#### Suitability Requirements:

All homestay service providers and homestay hosts (including parents of the College, but excluding relatives of the child in homestay) must have prescribed suitability notices (blue cards) except when:

- the 'employment' is arranged by the College; and
- the employee performs the function as a volunteer; and
- the employee performs the function for 10 days or less; and
- the employee does not perform the function on more than two occasions in the same year.

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Paid employees of a homestay host must hold a blue card if in 'regular contact' with the homestay student. Adults other than the designated homestay host living permanently with the homestay provider must hold a blue card. The College maintains a register of blue card numbers of people in the above categories and the dates for renewal in the Business Office.

**4. Homestay Selection Procedure****Policy**

Northside Christian College ensures all students including under 18s personal safety and social wellbeing are protected by organising appropriate Homestay (and Private) accommodation. Homestay families are sourced and monitored with a checklist in place for suitability. All Homestay families must hold a current blue card with the Public Safety Business Agency (Queensland).

**Procedure**

- New Homestay family are sourced from within the college or a suitable local church.
- Homestay Co-ordinator determines if the residence is within a suitable distance from the college. The suitable distance to and from the college is no longer than 30 minutes by car and or no longer than 45 minutes on the college bus service.
- Homestay Co-ordinator asks if all adults residing in the home have a current blue card, if they do not then the application forms are provided to each adult for completion.
- Homestay Co-ordinator emails or hands family member the necessary paperwork for Homestay student/s. The forms for the BlueCard card are also distributed at this time.
- Once the Homestay Host Agreement is returned the Homestay Co-ordinator checks the information is completed correctly and then contacts the Homestay family to organise an inspection time suitable for both parties.
- At the Homestay inspection the Homestay Co-ordinator assesses the house by using the Homestay Site Visit Checklist to determine if the selection criteria have been met. At this point the Homestay Co-ordinator would check identification for all adults applying for a suitability card and take the application/s with them for submitting.
- Once the Homestay is approved to host students the Homestay Co-ordinator creates a new Homestay file.
- The Homestay family will be contacted once a suitable student is identified.
- Regular monitoring of Homestay families and follow up house inspections are done on a 6 monthly basis. The Homestay host will be contacted prior to this inspection taking place.

Note: If Northside Christian College holds the welfare for an under 18 student not residing in a Homestay and residing with a family friend or relative, the Homestay Co-ordinator will inspect the house with the Homestay Selection Criteria Checklist and do follow up visits for enrolments longer than 6 months.



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### 5. Expectations and Responsibilities of Homestay Students

The following agreement outlines the roles and responsibilities of International Students enrolled at Northside Christian College with regard to their homestay hosts/family.

#### Students are expected to

- build rapport and show respect to their host families
- maintain their Christian values, build trust and communication
- respect the families right to privacy if requested or required
- show respect to their hosts and their family including their personal property
- speak English at all times when in the company of the family
- make an effort to fit into the Australian culture
- ensure the host family is kept informed of their whereabouts at all times including appointments, visitations, planned trips home, etc
- keep their room clean and tidy
- assist with meal preparation or cleaning up if required
- maintain the security of the property by ensuring gates are closed, doors are shut, external doors are locked and windows are not left open and are secured if they leave their room
- obtain permission of their hosts before inviting guests onto the host property
- never allow guests in their bedroom
- smoking and the possession of or drinking of alcohol is strictly prohibited
- obey all household rules and practices (e.g. turning up for dinner on time, telephone protocols, rules regarding curfews, household tasks and bathroom conduct)
- inform their hosts of any relevant medical requirements, allergies, concerns or issues
- Communicate by
  - liaising with the school regarding any concerns, disputes or difficulties as soon as they arise
  - keeping in regular contact with their school appointed contact
  - notifying the school as soon as they become aware of any change of circumstances in the household that could impact them
- The student will obey Australian and Queensland laws and regulations at all times.

#### Security

Please note: Ensure that you are able to gain external and internal access to the home at all times. At no time should you be left outside on your own, unable to gain access either to the home or your room. A key and or security code should be provided to you for the home. Bedroom, bathroom and toilet facilities must be lockable and your privacy should be respected at all times.

#### Students under 18

- you must never be left at home overnight without an authorised adult who has undergone a police check and blue card check
- you are not allowed to sleep out overnight at another residence without first gaining approval from the nominated guardian/parent and gaining approval from the school
- you are never allowed to go on holidays without gaining permission from the parent/guardian and gaining permission from the school
- always ensure that your host family notifies the school if you are going to be absent from any school related study or activity
- keep the school and parent/guardian informed regarding any relevant issues that may arise

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I understand that Northside Christian College aims to provide a safe and Christian focused homestay experience for its international students and as such I agree to the above conditions relating to the provision of Homestay arrangements as a student of Northside Christian College.

Homestay students Name:

Signature:

Date:

Northside Christian College's representative Signature:

Date:

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**6. Homestay Request Application Form (Student)**

**TO BE COMPLETED BY THE PARENT/GUARDIAN OF HOMESTAY STUDENT ~ PLEASE PRINT CLEARLY**

**Personal Details:**

Family Name: \_\_\_\_\_ Given Name/s: \_\_\_\_\_  
 Nationality: \_\_\_\_\_ Male  Female   
 Student Name: \_\_\_\_\_ Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_  
 Student Mobile No: \_\_\_\_\_ Email Address: \_\_\_\_\_  
 Course Start Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Length of Enrolment: \_\_\_\_\_  
 Date of Arrival: \_\_\_\_/\_\_\_\_/\_\_\_\_ Time of Arrival: \_\_\_\_:\_\_\_\_am/pm  
 Travel Arrangement from Airport to Homestay: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_ Student Signature: \_\_\_\_\_

**General Information:**

Does the student have any medical concerns or allergies? YES  NO   
 If yes, please specify: \_\_\_\_\_  
 Does the student have any special dietary requirements? YES  NO   
 If yes, please specify: \_\_\_\_\_  
 Is the student happy to live with pets? YES  NO   
 Is the student happy to live with young children? YES  NO   
 What language does the student speak at home? \_\_\_\_\_  
 What is the students favourite activities? \_\_\_\_\_

**Please note** that the homestay arrangements are for the enrolled student only and does not include members of the student’s family or friends. *This form must be lodged three weeks prior to the student entering Australia.*

While every effort will be made to meet homestay requirements they are not gauranteed.

Return completed form to:  
 The Enrolment Officer  
 Northside Christian College  
 PO Box 599  
 Everton Park. QLD. Australia. 4053  
 Telephone: 61 7 3353 1266 Facsimile: 61 7 3353 4628  
 Email: [enrolments@northside.qld.edu.au](mailto:enrolments@northside.qld.edu.au)

Privacy – Northside Christian College collects information for the purpose of arranging homestay ccommodation. Information will not be disclosed except to meet Government, legal or other regulatory authority requirements.

For more information about the [Privacy Policy](#) of Northside Christian College go to the website: <https://www.northside.qld.edu.au/> or contact the Enrolments Officer.

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### 7. Homestay Host Code of Conduct

The following agreement outlines the roles and responsibilities of Northside Christian College and the Homestay host.

#### Policy:

Northside Christian College is committed to providing students and hosts with positive and safe Homestay experiences. Northside Christian College will work with hosts and students to meet all stakeholder expectations.

By signing this agreement the host will abide by the terms and conditions detailed below and those that relate to the Christian ideals and operation of Northside Christian College.

Northside Christian College recognises that hosts come from a variety of cultural backgrounds and composition. Cultural background will not be the basis of any decision by Northside Christian College relating to the selection of hosts.

Students will be matched to a family as per their personal requirements and no continuous supply of students to hosts will be guaranteed.

It is expected that adequate insurance will be maintained by the hosts over the host property and its contents including third party insurance.

If applicable, hosts must have written permission from their landlord to offer Homestay, if their home is rented accommodation. All documents must be sighted and be current at the time of the interview with Northside Christian College staff.

Northside Christian College supervisors reserve the right to move a student from a hosting situation at any time. Where this occurs any payment in excess of the student's stay will be reimbursed by the host to the appropriate area e.g. student, education provider or host.

Northside Christian College, reserves the right to carry out regular inspections of premises to ensure that standards remain high and to industry expectations.

Hosts agree to Northside Christian College storing their information on school records with relation to the Homestay arrangements. Northside Christian College agrees to keep the hosts private information confidential with the exception of complying with the necessary government policy and procedures related to Homestay. The host also agrees to keep any student's personal information or related information confidential and private.

#### Hosts are expected to

- Build relationships and support mechanisms for their students :
  - develop positive relationships with students based upon Christian values, mutual trust and communication
  - be aware of each student's strengths and weaknesses, and acknowledge the uniqueness of each student
  - support and assist students to live comfortably within a foreign environment
  - respect the students' right to privacy, understanding that privacy does not mean isolation
  - respect and accommodate appropriately the culture, customs, language of their student, and acknowledge their significance within the household
  - assist, support and nurture where needed or requested
  - provide all meals as detailed in the Homestay agreement
  - speak English that is of a high standard and can be comprehended by the student (judged at interview)
  - offer effective support with English language practice if required
  - assist the student by showing them around the community
  - help with the basics of Australian culture
  - help the student learn the basics such as buying transport tickets, where the local shops are, how to access banking, internet, mobile phone and personal safety tips

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- help with English and 'Aussie' words and phrases
- offer help, guidance, support and encouragement regarding all facets of an international student adapting to life in Australia (this may require patience and empathy and a willingness to show the student more than once)
- offer sincere interest in the cultural background of the student
- Provide a Duty of Care towards the student
  - provide the student with a secure, private, clean and (warm in winter/ cool in summer) bedroom, good healthy food, laundry facilities and a supportive environment
  - ensure that the room offered to students is a designated room within the family living environment, is accessible by an internal staircase (if above ground level) and fully complies with the local council's building regulations
  - ensure that students do not share a room with other students or a member of the host's family
  - ensure that additional students of opposite genders are not placed in the same home, or students that speak the same language (other than English) are placed in the same home
- Provide orientation and familiarisation
  - provide an orientation within the family home (e.g. provide advice and safety instructions on the use of any pool area, household facilities and security)
  - politely detail applicable household rules and practices, which should match those detailed in the host Profile (e.g. what time dinner is served, telephone protocols, rules regarding smoking, alcohol, guests visiting, curfews, household tasks and bathroom conduct)
  - be available at home when the student first arrives or arrange with a friend or family member to be at the home
  - Assist the student with the following:
    - Opening of bank accounts and internet banking
    - Phone and internet accounts (where the student is purchasing their own)
    - Familiarisation with school transport routes to and from the school
    - Familiarisation with travel and public transport routes to and from areas of interest such as shopping centres, post office, leisure centres, city etc.
- Communicate by
  - maintaining regular contact with Northside Christian College ensuring all communications from the school are responded to and/or completed within the agreed time frame
  - liaising with the school regarding any concerns or difficulties
  - notifying the school as soon as they become aware of any change of circumstances in the household that could impact negatively on the student

### Hosts must agree to notify the school if

- any aspect regarding living in your home has changed e.g. family/visitor/ other students staying over, change in living conditions, etc.
- hosting more than one student at any one time
- any dispute occurs between the student and the host
- the student does not return to the Homestay and has not advised the host of their whereabouts

### Homestay Fees – the host must

- not collect any weekly fees direct from the student unless prior agreement with the school has been reached
- agree to include all specified services within the weekly fee
- liaise with the school with regards to any fee discrepancies with the student
- assist Northside Christian College in reminding the student if the students fees are overdue
- assist Northside Christian College with any other request regarding the welfare and best interests of the student
- agree to refund the balance of any Homestay fees paid in advance in the event of termination (including a change) of Homestay placement. In most cases I/we will expect two weeks' notice of the termination of a placement, but understand that exceptional circumstances may warrant the college to effect a termination of Homestay placement at its discretion

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### Northside Christian College must

- Be available to assist hosts and students in the event of an incident or emergency
- Follow-up with the student for payment of any fees due
- Pay hosts in a timely manner (if applicable)

*NOTE – Northside Christian College is unable to pay the host until payment is received from the student for a specified period.*

### Security

Your student must be able to gain internal access to the home at all times. At no time will it be agreed that your student is left outside your home unable to gain internal access. A key is to be provided to the student for your home if it is not under security. Bedroom, bathroom and toilet facilities must be lockable and the students privacy respected.

### Students under 18

Hosts must agree to the following if hosting students under the age of 18

- Maintain current BlueCard qualifications for all residents over 18 years of age
- ensure that the student is never left at home overnight without an adult who has undergone a police check and blue card check
- never allow the student to sleep out overnight at another residence without first gaining approval from the nominated guardian/parent and notifying the school
- never allow the student to go on holidays without gaining permission from their parent/guardian and notifying the school
- always notify the school if the student is going to be absent from any school related study or activity
- keep the school and parent/guardian informed regarding any issues concerning their student
- ensure that if you host a student under eighteen from any Institution, that you will not have mixed genders in the home; i.e. if you are hosting a female underage student then you cannot host a male student from any other organisation – it must only be a female

*[Optional section – Where the institution is requesting the host to become the guardian, the following section is added subject to institution requirements of hosts in this area]*

Where the host is agreeing to undertake the role of guardian to the student under 18 years of age, the Homestay host must agree to the following:

- Maintain regular contact with the student and liaise with the school and parents
- Ensure that the student understands school and visa requirements and abides by them
- Acts on behalf of the parents by attending parent/teacher interviews, subject selection meetings and other school meetings as deemed necessary by the Principal/school
- Ensure that the student attends school/college etc regularly and punctually. Students must attend a minimum of 80% of classes. Failure to meet attendance requirements can lead to the cancellation of the student visa
- Liaise with school concerning behaviour, conduct or any issues which may affect the student's progress
- Notify the school in writing prior to any changes to the student's address or living arrangements, providing full details of the new proposed arrangements thereby complying with government requirements
- Inform the school and parents promptly in the event of any problems associated with the student's welfare and discuss solutions with parents and act promptly on their advice
- Contact the school to request leave for the student for medical and dental appointments (or any other appointments), specifying the dates and times of the absence
- Contact the parents and school in case of the student being involved in an accident/serious illness or medical emergency
- Assist the student to seek any necessary medical attention and ensure proper medical certification is obtained in case of absence

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I/We understand that Northside Christian College aims to provide a safe and Christian focused homestay experience for its international students and as such I/we agree to the above conditions relating to the provision of Homestay arrangements as a host for Northside Christian College.

Homestay Host(s) Signature:

Date:

Northside Christian College's representative Signature:

Date: