



079-PP-PBS

International Student Accommodation, Guardianship and Welfare Arrangements Policy

1.0 **Purpose**

The purpose of this policy is to ensure that:

- 1.1 appropriate accommodation, guardianship and welfare arrangements are in place for international students under the age of eighteen years
- 1.2 PBS staff and students' agents and/or agent representatives abide by the provider requirements under ESOS and the National Code 2007 as per Standard 5
- 1.3 Pal Buddhist School, Homestay providers and guardians comply with the Child Protection (Prohibited Employment) Act 1998 (NSW), the Commission for Children and Young People Act 1998 (NSW) and the Children and Young Persons (Care and Protection) Act 1998 and that all people who work or assist in a direct unsupervised capacity with Pal Buddhist School international students under the age of 18 years are appropriately screened
- 1.4 a process is in place to recommend, monitor, assess and approve accommodation and guardianship arrangements for international students under 18 years of age.

2.0 **Responsibility**

The Deputy Principal is responsible for:

- 2.1 the implementation of this policy/procedure
- 2.2 appointing a designated staff member / or staff members with responsibility for the welfare requirements of international students under 18 years
- 2.3 updating staff on the welfare requirements of all international students under 18 years
- 2.4 providing supervisory support for the Student Services Officer

The Student Services Officer is responsible for:

- 2.5 monitoring AHN, to ensure that PBS's students are provided with quality service
- 2.6 ensuring suitable accommodation arrangements are made for the personal safety and social well-being of the students
- 2.7 managing a database of Guardians and Homestay providers
- 2.8 liaising with Homestay providers, the Guardianship organisation and relatives of students undertaking guardianship responsibilities on behalf of PBS
- 2.9 liaising with the Admissions Manager on Homestay arrangements
- 2.10 managing electronic and hardcopy documents pertaining to the Homestay and Guardianship processes and placing Homestay provider documents in the Homestay folder and Homestay student documents in the individual student's file
- 2.11 liaising with the Student Counsellor on any student issues emerging from Guardianship or Homestay arrangements that may require Counsellor intervention.

3.0 **Requirements**

Parents of international students under 18 years of age are required, as part of their course application, to:

- 3.1 provide the details of the person who will serve as the student's guardian and accommodation provider (including a relative) during their study period at PBS, OR seek the assistance of PBS in securing a suitable guardian for them during their study with PBS using **247-FM-PBS Under 18 Guardianship Form**
- 3.2 provide details on the International Student Application Form of any medical conditions, disability or other special circumstances that may impact on the student's studies at PBS
- 3.3 indicate if assistance with accommodation, guardianship, OSHC or airport pick up is required.

PBS will arrange, if required:

- 3.4 guardian services through a guardianship organisation (APA Guardianship Services)
- 3.5 accommodation with suitable Homestay providers
- 3.6 student counselling services.

Where PBS has taken the responsibility for approving the accommodation, support and general welfare arrangements for a student under 18 years of age PBS will:

- 3.7 nominate the dates for which the PBS accepts responsibility for approving the student's accommodation, support and general welfare arrangements using the specified PRISMS pro forma letter
- 3.8 advise DIBP in writing of the approval using the specified PRISMS pro forma letter
- 3.9 have documented procedures for checking the suitability of the student's accommodation, support and general welfare arrangements (including guardianship provided by a nominated relative or Guardianship company)
- 3.10 advise DIBP as soon as possible in the event that the under-18 year old student has changed his or her living arrangements or PBS no longer approves of the arrangements for the student using the specified PRISMS pro forma letter

Where PBS terminates, suspends or cancels the enrolment of the student, PBS will continue to check the suitability of arrangements for that student until:

- 3.11 the student is accepted by another registered provider and that registered provider takes over responsibility for approving the student's accommodation, support and general welfare arrangements
- 3.12 the student leaves Australia
- 3.13 other suitable arrangements are made that satisfy the Migration Regulations, or
- 3.14 PBS reports that it can no longer approve of the arrangements for the student.

Where the parent/s of the student have nominated a relative or other suitable person over the age of 21 years to serve as the student's guardian, PBS will:

- 3.15 contact the nominated guardian by phone within one week of the student's arrival in Australia
- 3.16 visit the nominated guardians to confirm their identify and accommodation arrangements
- 3.17 provide the nominated guardian with a copy of the PBS Child Protection Policy
- 3.18 provide the nominated guardian with contact details of the Student Services Officer and the PBS Students Counsellor

- 3.19 contact the nominated guardian every Term by phone regarding the progress of the student and their satisfaction with guardianship arrangements

4.0 Procedure for Selecting Homestay providers

Homestay accommodation is outsourced and managed by AHN (Australian Homestay Network). If insufficient, the Student Services Officer will:

- 4.1 place advertisements in *the Inner West Courier, Southern Courier, Wentworth Courier and Central Courier* seeking Australian host families
- 4.2 take initial inquiries by phone or email
- 4.3 send appropriate application forms to the potential Homestay providers either by email or by post including:
 - a. **251-FM-PBS Homestay Profile form**
 - b. **230-FM-PBS Homestay Provider Agreement**
 - c. **038-PP-PBS Child Protection Policy**
 - d. Working with Children Declaration and Consent form:
<https://check.kids.nsw.gov.au/background-check-consent.php>
- 4.4 inspect the Homestay Provider's household and screen the host family to verify the quality of the accommodation being offered using **281-FM-PBS Homestay Inspection Checklist** and cite documentation stating the number and ages of people living in the accommodation, details of an annual fire safety assessment, public liability insurance, copies of lease (where relevant) and any occupation certificate.
- 4.5 review the completed checklist in collaboration with the Principal and / or Deputy Principal in order to determine suitability as a Homestay a provider
- 4.6 lodge the Working with Children Consent forms with the relevant "Working with Children" screening authorities as required before finalising approval / non-approval of the Homestay provider
- 4.7 confirm the outcome of the Homestay host application with the Homestay applicant in writing
- 4.8 facilitate the signing of two copies of the **230-FM-PBS Homestay Provider Service Agreement** with one remaining with the provider and the other with PBS
- 4.9 add the Homestay provider details to the Homestay database.

5.0 Pre-arrival procedure for Homestay students

Homestay accommodation is outsourced and managed by AHN (Australian Homestay Network). If insufficient, the Student Services Officer will, prior to a student's arrival:

- 5.1 identify a potential Homestay provider from the Homestay provider list
- 5.2 verify that a current Homestay Provider Service Agreement exists and make contact with the preferred Homestay provider
- 5.3 visit the preferred Homestay provider premises and undertake an inspection of the premises (in the case of a new Homestay provider)
- 5.4 ensure that the appropriate Working With Children documents exist for current providers
- 5.5 liaise with the guardianship provider (APA Guardianship Services) regarding:
 - a. the identification of a suitable Guardian (if required)

- b. arrangements for airport pick up
- c. assistance with the student's initial settling in with Homestay host.

5.6 visit the student's confirmed accommodation facility to inspect the premises, meet the responsible adult and confirm the suitability of these arrangements with any special requirements the student may have one week prior to student arrival

6.0 Arrival procedure for Homestay students

The Student Services Officer will arrange APA as the student's Guardianship Service Provider (in case the student doesn't have one) and on the arrival of the student, the Student Services Officer will:

- 6.1 has APA facilitate Airport pick up for the student in collaboration with the guardianship provider, if required (as per Airport Pick up policy)
- 6.2 confirm that the student has safely arrived at the Homestay location
- 6.3 confirm that the student has the information required to settle in and attend the orientation session.

7.0 Post-arrival procedure for Homestay students

Homestay accommodation is outsourced and managed by AHN (Australian Homestay Network). If insufficient, the Student Services Officer will, at the end of the first 4 weeks of Homestay Service Provision:

- 7.1 post a **249-FM-PBS Homestay Service Review Questionnaire** to the student and a **250-FM-PBS Homestay Provider Service Review Questionnaire** to the Homestay with a request for completion and return
- 7.2 analyse and act upon any issues that have been raised by either the student or the Homestay provider about the service being provided in consultation with the Principal and / or Deputy Principal
- 7.3 place the returned questionnaires in the Student File and the Homestay Folder

The Guardianship Service provider, APA (if such services have not been sought) will:

- 7.4 meet with the student within three days of arrival in Sydney to confirm that the student has successfully settled in to their Homestay location and they are prepared for orientation and the commencement of their course

8.0 Monitoring Homestay Procedure

Homestay accommodation is outsourced and managed by AHN (Australian Homestay Network). If insufficient hereafter, the Student Services Officer will:

- 8.1 contact the student's guardian by phone every Term regarding the progress of the student and their satisfaction with Homestay and guardianship arrangements
- 8.2 on a six monthly basis:
 - a. conduct random monitoring of student living arrangements (including phone calls to the student and Homestay host and on-site visits if concerns emerge) for those students living in Homestay arrangements or in other arrangements authorised by the school
 - b. contact the parent/s regarding the living arrangements of students living with their parent/s to confirm approved accommodation and welfare arrangements and check the suitability of such arrangements and to ensure the safety and well-being of the student
 - c. place details of such contact in the student file and Homestay files

- 8.3 respond to situations where the student:
 - a. wishes to change their Homestay provider
 - b. changes to another course provider
 - c. cancels, defers or suspends their enrolment.

- 8.4 maintain liaison with the Homestay provider:
 - a. until a new registered provider assumes responsibility for approving the student's accommodation, support and welfare (in the case where the student changes his/her living arrangements), or
 - b. the student turns 18 years of age
 - c. until the student leaves Australia

- 8.5 advise DIBP via PRISMS using the Report **Non-Approval of Student Welfare Arrangements** proforma if a situation occurs where Homestay arrangements for a student can no longer be approved

- 8.6 review documentation in relation to the suitability of the Homestay service provision in collaboration with the Principal and/or Deputy Principal and locate this documentation on the student and Homestay provider files as appropriate

Note: Any staff member becoming aware of any issue or incident associated with Homestay provision raised by a student's parent, guardian, external agency or any other means will immediately inform the Principal in order that appropriate authorities (police, community services, NSW Department of Education & Communities) can be contacted if required

9.0 Guardianship service provider procedures

The Guardianship Service provider, APA (if such services have not been sought) will:

- 9.1 provide the student with an orientation to the city and suburbs, including a security and safety briefing, within three days of arrival in Sydney
- 9.2 contact the student at fortnightly intervals to monitor student's safety and welfare arrangements
- 9.3 report to the student's parent/s at least one per term in relation to the student's general wellbeing
- 9.4 contact the PBS Student Services Officer regarding concerns raised by students or their parents regarding their studies at PBS or any other relevant personal issue
- 9.5 provide the student access to 24-hour, seven days a week telephone advice and emergency assistance if required
- 9.6 liaise directly with the PBS Students Services Officer on a monthly basis
- 9.7 ensure timely referral to appropriate support services for the student should personal problems arise that may have an effect on your academic progress or visa status
- 9.8 the Guardian must represent the student should any grievance in relation to accommodation arise.
- 9.9 notify the PBS Students Services Officer of any unresolved grievance regarding Homestay or other accommodation facility.

- 9.10 represent the student in liaising with PBS including assistance with the lodgement of any grievance with PBS
- 9.11 liaise with PBS on behalf of the student's parent, including the signing of documents
- 9.12 maintain a working knowledge of the Education Services for Overseas Students) Act 2000, PBS Grievance Procedures and DIBP requirements for students studying in Australia
- 9.13 notify PBS immediately should the arrangement between the guardianship service and the student's Parent(s) lapse or terminate while the student is still under the age of 18 years.
- 9.14 maintain compliance with the employment screening provisions of the Commission of Children and Young People Act 2000.
- 9.15 agree that the student can provide a copy of the agreement with the guardianship service provider to PBS

10.0 Changes to a student's Welfare Arrangements

- 10.1 If PBS is no longer able to support and/or endorse suitable welfare arrangements being in place then they are required to notify via PRISMS of '*Non-Approval of Accommodation and Welfare*'
- 10.2 After exhausting all attempts at assisting the student, PBS may no longer be able to support or endorse the student's suitable accommodation and welfare arrangements if:
 - a. welfare provision does not meet the approved processes and substantiation as established by PBS for guardianship, residential care and homestay; and/or
 - b. the student is missing (between 2 and 5 days) from approved accommodation without due reason; and/or
 - c. the guardian is unable to maintain daily care and control; and/or
 - d. the student is unable to maintain general well-being and welfare.

11.0 Definitions

- 11.1 Welfare arrangements – accommodation and guardianship
- 11.2 Approved Guardianship Company – a company specialising in accommodation and welfare for under 18 students.
- 11.3 Approved Guardian: A relative at least 21 year of age nominated by the student's parent and acting as legal custodian
- 11.4 Approved homestay: Homestay that has been inspected and advised in writing by PBS of its appropriateness for the student
- 11.5 CAAW - Confirmation of Appropriate Accommodation and Welfare form issued from PRISMS
- 11.6 Working with Children Check (WWCC): Checks a person's criminal history as specifically pertains to offences under NSW WWCC Acts and register of under 18 year olds.
- 11.7 COE – Confirmation of Enrolment
- 11.8 PRISMS – Provider Registration and International Students Management System

12.0 References

- 12.1 National Code of Practice 2007 Standard 5
- 12.2 Working with Children Acts NSW <http://www.kids.nsw.gov.au/director/check.cfm>

- 12.3 Working With Children's Check Policy for Homestay Screening processes
- 12.4 017-PP-PBS Airport Pickup Policy and Procedure
- 12.5 230-FM-PBS Homestay Provider Agreement
- 12.6 247-FM-PBS Under 18 Guardianship Form
- 12.7 251-FM-PBS Homestay Profile form
- 12.8 254-FM-PBS Accommodation and Welfare Arrangement form
- 12.9 038-PP-PBS Child Protection Policy
- 12.10 249-FM-PBS Homestay Service Review Service Review Questionnaire
- 12.11 250-FM-PBS Homestay Provider Service Review Questionnaire
- 12.12 253-FM-PBS Student and Parent/Guardian Contact Details Form
- 12.13 248-FM-PBS Parental Advice of Independent Accommodation Arrangements Form
- 12.14 281-FM-PBS Homestay Inspection Checklist
- 12.15 Working with Children Declaration and Consent form:
<https://check.kids.nsw.gov.au/background-check-consent.php>

1.0 Revision History

Review Date: December 2015

Rev.	Date	Description of modifications
1.	16/02/2015	Document produced