

INTERNATIONAL STUDENTS HOMESTAY POLICY & PROCEDURES & RISK MANAGEMENT

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SUNCOAST
CHRISTIAN COLLEGE



Document Information

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PLEASE NOTE: Version control for this document is managed by the College's Enterprise Risk Management system. Electronic copy is available on the College Intranet or by contacting the Assistant Business Manager.

Hardcopies of this document are considered uncontrolled please refer to College intranet for latest version or contact the Assistant Business Manager.

Christian Outreach Centre
t/a Suncoast Christian College
CRICOS Provider No: 00539J



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Purpose

The purpose of this document is to provide written processes to ensure that homestay service providers and homestay hosts for Suncoast Christian College ('the College') comply with legislation applying in Queensland about the care and protection of children in homestay arrangements.

In particular, the purpose of this Risk Management Strategy for Child Protection is to:

- promote the well-being of homestay students and to protect from harm;
- assist the College to deliver a quality service to the young people in care; and
- reduce the risk of harm to homestay students through written policies and procedures, including information and training, for homestay providers and hosts involved with the College.

Scope

This strategy applies to:

- homestay service providers;
- homestay hosts;
- residents of homestay host homes;
- homestay students; and
- visitors to homestay hosts' homes.

The policy covers information about the College's commitment to child protection, procedures related to recruiting, selecting, training and managing staff, including hosts and homestay service providers; policies and procedures for handling disclosures or suspicions of harm, including reporting guidelines; risk identification and management; and communication and support.

Review & version control

The Principal is considered the owner of this policy.

An annual review of this policy is recommended. The College, from time to time, may review and update this policy, subject to new laws and technology, changes to College operations and practices and to make sure it remains appropriate to the changing environment.

Reference

Commission for Children and Young People and Child Guardian Act 2000 (Qld)
Commission for Children and Young People and Child Guardian Regulation 2001 (Qld)
Education (General Provisions Act) 2006 (Qld)
Education (General Provisions) Regulation 2006 (Qld)
Education (Queensland College of Teachers) Act, 2005 (Qld)
Education (Accreditation of Non-State Schools) Act 2001 (Qld)
Education (Accreditation of Non-State Schools) Regulation 2001 (Qld)
Education Services for Overseas Students (ESOS) Act 2000 (Cth)
National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (Cth)
Education (Overseas Students) Act 1996 (Qld)
Education (Overseas Students) Regulation 1998 (Qld)

This strategy should be read in conjunction with the College Child Protection Policy, Child Protection Risk Management Strategy, Staff Code of Conduct, and the [Child and Youth Risk Management Strategy Toolkit](#).

Definitions

Guardian – of a child means a person who is recognised in law as having all the duties, powers, responsibilities and authority relating to the child that, by law, parents have relating to children.

Homestay provider – is the College or person arranging the homestay students' accommodation.

Homestay host – is the volunteer or paid family who cares for the homestay student in the family home.

Homestay student – is the child or young person staying in the home of the homestay host.

Risk management strategy

The College is committed to the protection of all children in its care. In order to manage the risks surrounding child protection the following strategies and procedures apply for the safety and protection of students in homestay.

Principles

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 guardians, and have the 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.

Child protection policy

The College has a current Child Protection Policy and Risk Management Strategy which meet criteria as set down in legislation and regulation. These outline policies and procedures for handling disclosures or suspicions of harm, including reporting guidelines and are available:

- on the College website (www.suncoastcc.qld.edu.au);
- on the College staff intranet site; and
- in print copy upon requested.

It is the goal of the College to create safe environments for homestay students and an environment in which they can successfully pursue an academic career and personal development.

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, Procedures for Reporting Harm'.

Suitability notices

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.

Paid employees of a homestay host must hold a blue card if where a 'regular contact' provision is in place.

Adults other than the designated homestay host living permanently with the homestay provider must hold a blue card; screening of such adults is carried out free of charge.

The College maintains a register of blue card numbers of people in the above categories and the dates for renewal in the Business Office.

Risk assessment

Refer to the 'Risk Management Policy' available on the Intranet or by contacting the Business Manager at the College for further information about identifying, analysing, evaluating and prioritising, treating and monitoring and reviewing risk.

Selection & training of homestay hosts

The College recognises that risk management for children in homestay begins with the recruiting, screening and selection of the right people to provide an accommodation service, and continues by having consistent procedures in place for all stakeholders to follow, with adequate management and supervision to ensure they comply with these procedures.

Selection

In choosing a homestay host the College must comply with any relevant legislation and be satisfied of the ability of the homestay host to care for the student in a safe and secure environment, and to provide age appropriate support and supervision for a child or adolescent attending school and adjusting to living in a new environment.

All homestay hosts must agree to a Code of Conduct and the College's Child Protection Policy. The College has criteria with regard to how a decision about the suitability of a homestay host is selected. These criteria cover the minimum requirements with regard to:

- blue card requirements;
- facilities and infrastructure (e.g. access to transport);
- hygiene;
- cultural awareness;
- College and homestay rules; and
- services provided (e.g meals, laundry).

All homestay families, and prospective families, are supplied with a copy of this document.

Induction

The College values the work of homestay hosts and recognises the responsibility to offer support and assistance to ensure that homestay arrangements work well for all concerned. The school has a written induction process which applies to all staff, volunteers and contractors (hereafter called 'staff') during the first twelve months of appointment, and includes procedures for making staff members aware of the legislation on Child Protection and the Code of Conduct expected of staff.

The induction process includes, but is not limited to:

- professional development about identifying and reporting harm or suspected harm;
- making staff aware of the risk management procedures for the protection of children; and
- working through policies related to child protection such as;
 - behaviour management;
 - anti-bullying; and
 - disabilities' policy.

In addition, homestay induction includes:

- providing information to homestay hosts about the aims of the homestay program;
- responsibilities of hosts **and** of the homestay students;
- possible problems that may arise and possible solutions;
- legal issues;
- contact points for homestay hosts needing assistance or in an emergency; and
- cultural differences to be aware of.

Adherence to this policy and procedure document will be monitored by the College. A report to the Principal regarding compliance/non-compliance will be provided at every occurrence and at least every 12 months.

Regular contact with the homestay host and homestay student will be established through the Enrolment Office and the Director of Student Development Office. Ongoing counselling and communication with the student will be through the Director of Student Development Office.

The College will make provision for international students to homestay if requested by the student's parent/guardian. The parent/guardian of an international student requiring homestay arrangements must complete a Homestay Arrangement Application Form.

Application for homestay arrangements must be made three weeks in advance of the students' arrival in Australia.

College responsibilities

Induction to homestay will be arranged individually with host families as the need arises.

The College will provide the homestay host with information relating to the student as soon as it is available.

The College will provide the parent/guardian with the homestay host details prior to the student arrival.

Inspect the homestay host home to ensure all host family responsibilities are being met and carry out periodic inspections to homestay residences.

Host families will be contacted regularly for feedback about the student and the homestay arrangement. Notes will be recorded on the student file in PCSchool.

Homestay host responsibilities

Host families must understand that when hosting a homestay student the student becomes a member of the family. Most families find hosting a student very rewarding and gives an insight into different cultures.

Host families may not host more than two students in total at any time.

All members of the host family over the age of 18 years are required to hold a Positive Notice (or blue card) to legally host students who are under 18 years of age. Application can be made by contacting the College.

The homestay host agrees to providing or supplying all the necessary care and welfare as set out in the Homestay Code of Conduct.

Homestay hosts must participate in annual reviews of the homestay arrangement.

Families wishing to become homestay hosts are required to complete the Homestay Host Application Form.

Homestay fees

Fees:

- the weekly fee for homestay is available on the International Student Fee Schedule;
- students stay (on average) 46 weeks per annum;
- homestay fees must be paid in advance; and
- homestay fees can be paid half yearly, first payment due 31 January and second payment due 31 July.

Refunds – a student and/or parent/guardian is entitled to a full refund of any remaining homestay fees provided written notification is received by the College fourteen (14) days prior to the homestay end date.

Homestay student responsibilities

Students must agree to follow rules of homestay as set out below: Students must:

- understand that homestay is not a hotel service and must contribute to the household duties as other family members do;
- make every effort to interact with the family members and be a positive and active family member within the household;
- try to behave in a manner consistent with immediate environment and community;
- be willing to accept any reasonable household rule that the family sees fit to impose for the students welfare;
- respect the property and privacy of the host family's personal belongings and affairs and acknowledge that the student is liable for all costs incurred during the homestay period which are not included in the homestay fee and is liable for any loss or damage deliberately caused to host family property; and
- understand that the homestay environment may not be limited to the traditional family structure (mother, father, children).

Students and parents/guardians acknowledge and agree, by signing the application for homestay arrangement that the terms and conditions of this arrangement are understood and agree to be bound by the above rules.

Students must also abide by the requirements of the 'Homestay Code of Conduct', where applicable.

Further information

More information on how the College protects students from harm refer to the College's 'Child Protection Policy'. This document is available on the website (www.suncoastcc.qld.edu.au) or by contacting the College Assistant Business Manager.

Further details about the homestay arrangements are available by contacting, the Enrolment Officer (61 7 5451 3600 or email enrolments@suncoastcc.qld.edu.au) To the extent permitted by law, the College is not liable for any injury, loss or damage that may occur by any means, at any time and place during the homestay.



HOMESTAY PROVIDER APPLICATION FORM

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

Details must be completed for each household resident aged over 18

Primary Contact

Surname:	Given Names:		
Marital Status: Mr/Mrs/Miss/Ms (please circle)	Date of Birth:		
Address:	Postcode:		
Contact Numbers:	(home)	(work)	(mobile)
Email:	Language spoken at home:		
Positive Notice Blue Card No:	Expiry Date:		
Present Employment:			

Secondary Contact

Surname:	Given Names:		
Marital Status: Mr/Mrs/Miss/Ms (please circle)	Date of Birth:		
Address:	Postcode:		
Contact Numbers:	(home)	(work)	(mobile)
Email:	Language spoken at home:		
Positive Notice Blue Card No:	Expiry Date:		
Present Employment:			

Other resident over 18

Surname:	Given Names:		
Marital Status: Mr/Mrs/Miss/Ms (please circle)	Date of Birth:		
Address:	Postcode:		
Contact Numbers:	(home)	(work)	(mobile)
Email:	Language spoken at home:		
Positive Notice Blue Card No:	Expiry Date:		
Present Employment:			

Other resident over 18

Surname:	Given Names:
Marital Status: Mr/Mrs/Miss/Ms (please circle)	Date of Birth:
Address:	Postcode:
Contact Numbers: (home) _____ (work) _____ (mobile) _____	
Email:	Language spoken at home:
Positive Notice Blue Card No:	Expiry Date:
Present Employment:	

Children

Names & ages of children under 18 living in the house (including homestay children):

Surname _____ Christian Name _____ DOB ____/____/____
Surname _____ Christian Name _____ DOB ____/____/____

Previous experience as Homestay Provider

Date _____ till _____ student age _____ nationality _____
Date _____ till _____ student age _____ nationality _____

Bank Details

Institution name: _____ Branch: _____
BSB no: _____ Account no: _____
Name of Account: _____
Preferred reference (optional): _____

10. Do you currently have any other international students staying in your home? Yes / No

11. If so, please provide details (nationality, age, gender, expected duration of stay).

12. Would you be happy for your contact details to be given out to other Homestay families? Yes / No

I/We _____ do state the above information to be true at the time of application and agree to advise the College in writing of any changes to the above information.

Signed: _____ (&) _____

Date: _____

OFFICE USE ONLY

- Form of ID sighted to verify Blue card
- Current driver license
- Current Credit Card or Medicare card

Please note 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. Please Note: Every effort will be made to meet homestay requirements.

Return completed form to:

The Enrolment Officer
Suncoast Christian College
PO Box 5254
SUNSHINE COAST MC QLD 4560
AUSTRALIA

Telephone: 61 7 5451 3600
Facsimile: 61 7 5442 2212
Email: info@suncoastcc.qld.edu.au

Privacy – Suncoast Christian College collects information for the purpose of arranging accommodation. Information will not be disclosed except to meet Government, legal or other regulatory authority requirements. For more information about the Privacy Policy of Suncoast Christian College go to the website www.suncoastcc.qld.edu.au or contact the Assistant Business Manager.

Homestay Code of Conduct

The Homestay Host agrees to:

1. host no more than two international students in total at any time;
2. provide a clean tidy home close to the School, and located near public transport routes;
3. provide a safe, secure, private bedroom with suitable storage space for personal effects and facilities for study, including a desk, chair and adequate lighting;
4. offer three healthy sustaining meals each day as well as snacks at other times as required;
5. allow access to bathroom and laundry facilities and all general areas of the home;
6. provide towels, sheets, blankets, eating, cooking and other domestic utensils;
7. provide keys or alarm passwords to allow student free access to the home;
8. give the new student a general orientation to the local area and community facilities available, such as the public transport system;
9. send a family member to accompany the student to school on the first day;
10. notify the College in advance of significant changes to Homestay Family circumstances;
11. include the student in family activities and treat the student as a member of the family;
12. receive a copy of school reports if requested by the student's parents and attend school interviews on the parent's behalf;
13. support the student's attendance at school and assist with homework;
14. have responsibility for the care and welfare of the student;
15. provide adequate out of school hours supervision;
16. communicate with the student in English and converse with the student regularly;
17. immediately contact the Enrolment Officer if there are any concerns regarding the student's academic progress, health, or welfare;
18. assist the student to access any necessary health related services by making appointments and accompanying the student if necessary;
19. ensure the College holds up to date contact and emergency contact details for the family and the student;
20. provide access to the use of television, telephone, computer and internet facilities, assist with additional connections if required, and negotiate proper use within the home;
21. enable access to a landline telephone (or suitable alternative) in the home to facilitate communication between students and their parents;
22. allow Education Queensland International (EQI) and College Staff access to the home for periodic inspections;
23. attend homestay family orientation and training sessions arranged by the College as appointed; and
24. read the Homestay Policy & Procedures & Risk Management document and communicate self-assessment annually or when contacted by the College.

The College agree to:

1. provide the Homestay Family with Student information as soon as it is available;
2. provide the Student/Parent/Agent with Homestay Family details prior to arrival;
3. advise students and parent/guardian of the Homestay Fees per week, and charge all students in advance;
4. forward Homestay Fees according to the bank account details provided to homestay families; and
5. visit Homestay residences as required to carry out periodic inspections.

Australian Law:

1. the Homestay Family and the student will obey Australian laws and regulations at all times; and
2. all family members over 18 years of age residing in the home will obtain a Blue Card in compliance with the regulations of the *Commission for Children and Young People and Guardian Act 2000*.

Termination:

1. if the Homestay Family breaches this Code of Conduct, the College will initiate a step by step process, including investigation, counselling, mediation and notification of parent/guardians.

HOMESTAY HOST APPLICATION FORM

Contact Details:

Family Name: _____ Given Name: _____
 Marital Status: _____ Home Phone: _____
 Work Phone: _____ Mobile Phone: _____
 Facsimile: _____ E-mail: _____
 Postal Address: _____
 Residential Address: _____

Host Details:

List of Permanent Residents of Host Home:

Name	Gender	Age Group	Occupation	Relationship to above

List any pets (indicate if pet lives inside or outside of the home): _____

Does any member of the household smoke? YES NO
 If yes, if smoking permitted inside the house? YES NO
 What language is the main medium of communication in the home? _____
 Is a language other than English spoken in the home? YES NO
 If yes, please specify: _____
 Do you or any other members of the household have any religious beliefs that would prevent being able to accommodate a homestay student of a particular religious denomination? YES NO
 Have you previously hosted homestay students? YES NO

The Homestay Student:

Do you have a preference of age, gender, nationality or religion of the homestay student? YES NO
 If yes, please specify: _____
 What length of homestay do you prefer? _____ months.

Facilities:

Please describe the type of home eg. house/apartment/unit, including number of bedroom, living areas etc?

 Please confirm the homestay student will be provided with all necessary items as per the Homestay Code of Conduct.
 Please indicate size of the homestay student room. _____x_____ YES NO
 Dates room will be available: From ___/___/___ to ___/___/___
 Special features of the home eg. pool, garden etc: _____
 Will the homestay student have access to a computer and the internet? YES NO
 Is the home close to public transport and other community facilities? YES NO
 Could your household supply specific dietary needs to a homestay student? YES NO
 Travel distance to Suncoast Christian College: _____ km
 Please indicate nearby amenities: Shopping Centres, Banks, Recreational Facilities. _____

Please turn over...

Underage Homestay Students:

Do you and other members of your household possess a Positive Notice (blue card) issued by the Queensland Department of Families under the *Commission for Children and Young People Act 2000* for people involved in the care of children less than 18 years of age? YES NO

If yes, please supply a certified copy of current Positive Notice (blue card) for all members of the household over 18 years of age.

If no, would you be prepared to apply for a Positive Notice (blue card)? YES NO

Please note this application involves a mandatory screening process based on any criminal history.

Please provide notes about your home and household to assist with selecting appropriate homestay student. Include interest, hobbies, sports etc of all household members.

Declaration:

I, _____ (print full name), to the best of my knowledge, declared that all the information supplied on this form is correct. I have read and understand the Homestay Policy & Procedures & Risk Management document, including the Homestay Code of Conduct and agree to abide by these documents.

Having read these documents, I understand Suncoast Christian College’s commitments to maintaining a safe, friendly environment for children and young people. I agree to uphold the Child Protection Policy, Risk Management Policy and Homestay Policy & Procedures & Risk Management documents and to follow the guidelines and procedures outlined. I will work to contribute positively to the growth and development of the homestay student.

I agree to notify the Enrolment Officer at Suncoast Christian College immediately if there is any change to the information I have given in this application or if I become unable to meet any conditions of the program.

Signed: _____

Date: __/__/____

Witness: _____

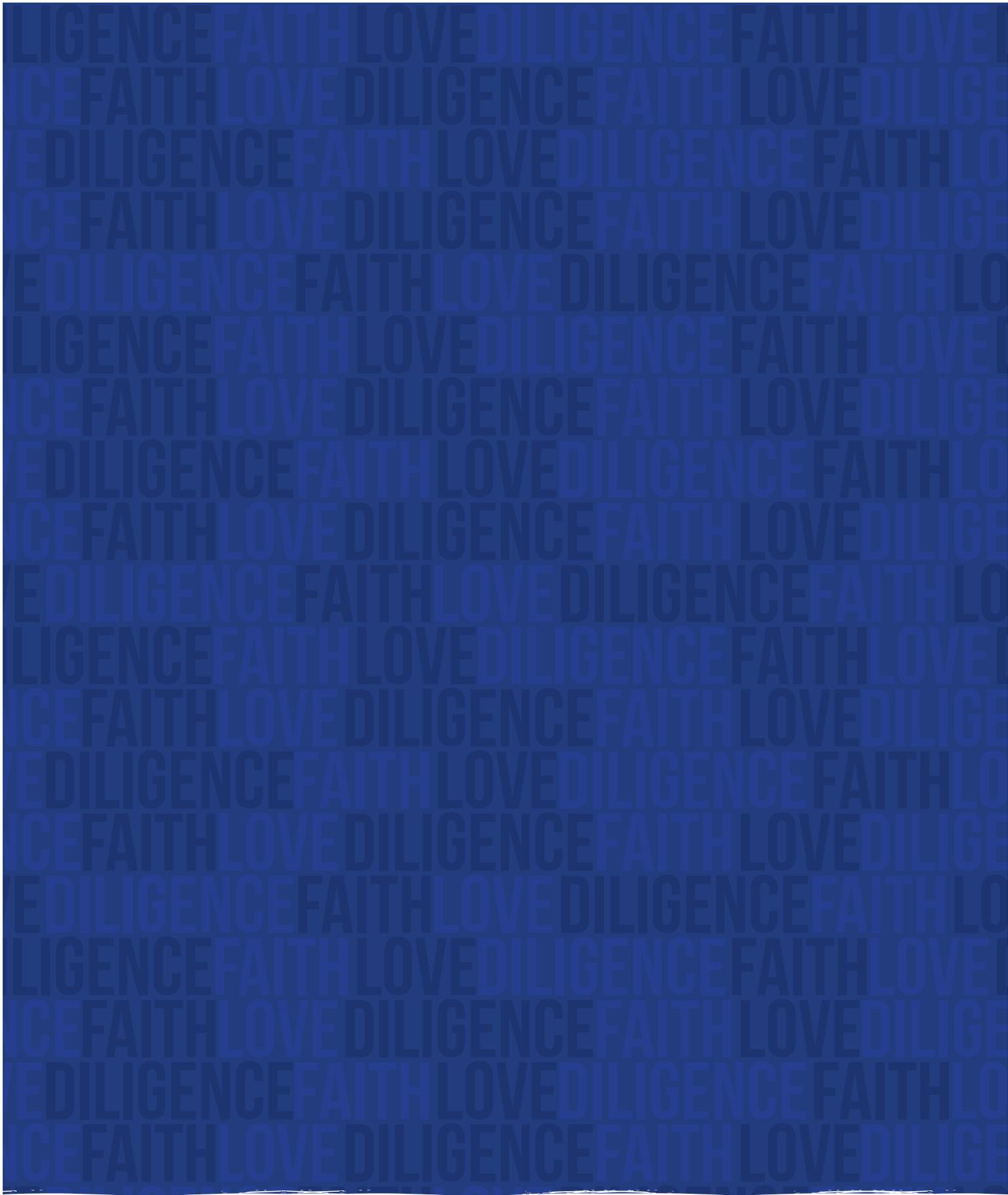
Date: __/__/____

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Suncoast Christian College
PO Box 5254
SUNSHINE COAST MC QLD 4560
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Telephone: 07 5451 3600
Facsimile: 07 5442 2212
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