

WELFARE AND ACCOMMODATION SELECTING, SCREENING AND MONITORING POLICY

1. COMMENCEMENT, VARIATION AND COMMUNICATION

- 1.1. This policy commences operation on 25 August 2022. The policy is subject to variation by Tintern Grammar from time to time.
- 1.2. Any amendment to the policy will be communicated to all employees, students and families on request.

2. PURPOSE

- 2.1. Standard 5.3.7 of the National Code requires that where the School takes on responsibility under the Migration Regulations 1994 (Cth) for approving the accommodation, support and general welfare arrangements for a student under 18 years of age, the School must have documented policies and procedures for selecting, screening and monitoring any third parties engaged by them to organise and assess welfare and accommodation arrangements.

3. PRINCIPLES

- 3.1. It is the School's policy to engage in comprehensive selection, screening and monitoring processes when engaging third parties, such as homestay service providers, homestay hosts, student support service providers and welfare and local support persons ("support persons"), to assist with the delivery of accommodation and welfare support services for our international students, particularly those who are under 18 years of age. The School recognises its non-delegable responsibility for the care and supervision of international students and at no point in time does the School use the third party providers to verify that the international student's accommodation and welfare is suitable for their age and needs. This remains always with the School.
- 3.2. In providing additional accommodation and support services to international students:
 - 3.2.1. the homestay service provider is responsible for providing agency screened homestay accommodation 'shortlists' with suitable training, insurance, experience and working with children checks in place for the School to review and approve
 - 3.2.2. the homestay host is responsible for providing a home that is welcoming, safe and compliant to the School's requirements and meets the international students age and needs
 - 3.2.3. the student support service provider is responsible for referring only agency screened local support persons to the School with suitable training, qualifications and experience and who have a current working with children check
 - 3.2.4. the local support person is responsible for providing supervision and support to the international student that is additional to, but not in place of, the support and counselling the School would normally provide to all students.

4. SCOPE

- 4.1. These protocols apply to all International Students of Tintern (which includes Homestay Students) and all staff members of Tintern.
- 4.2. International Students' Local Support Person, Homestay Hosts and Homestay Providers have specific responsibilities that are also defined in the document.

5. SCREENING

The School has screening procedures in place to ensure that third parties engaged by the School are suitably trained, qualified, experienced and have appropriate internal controls and measures in place to assist the School in providing accommodation and welfare support services to international students.

5.1. Screening homestay service providers

5.1.1. The School carefully screens homestay service providers (i.e. accommodation agencies) for quality of service, ethical standards and adherence to the child safe standards before entering into a service agreement with the provider. The screening process involves:

5.1.1.1 Having an initial meeting with the service provider to gain an understanding of the business and its operations

5.1.1.2 Obtaining and verifying the service provider's policies and procedures in relation to screening, selecting and monitoring its homestay hosts and its compliance with the child safe standards

5.1.1.3 Informing the service provider of the School's child safe practices and the requirement and expectation of the service provider to comply with these practices

5.1.1.4 Reference checking and consulting with network schools on the provider's quality of service

5.1.2 Once screening is completed and approved, a service agreement, prepared by the School's solicitor, is provided to the service provider to execute.

5.2 Screening homestay hosts

5.2.1 The School carefully screens homestay hosts (i.e. the property and the people within the home) to ensure that the arrangement is appropriate to the student's age and needs. This is completed prior to placing the student with the homestay host (initial screening) and reviewed every 6 months thereafter (ongoing monitoring).

5.3 Screening adult family members

5.3.1 The International Student Coordinator completes the initial screening of the homestay host(s) by meeting with the homestay host and completing the International Student Program – Homestay Site Visit Checklist Template, identifying and verifying the suitability of all adult family members in the home.

5.3.2 This screening process includes:

5.3.2.1 sighting and verifying the WWCC status of all adult family members is valid and current against the WWCC Victoria online checking tool

5.3.2.2 sighting proof of personal identity (i.e. driver's license / passport)

5.3.2.3 gaining an understanding of the homestay host experience / history in providing homestay accommodation / working with children

5.3.2.4 reference checking against the School's endorsed and approved homestay service provider partner

5.4 Screening the homestay accommodation

5.4.1 The International Student Coordinator completes the initial screening of the homestay home by visiting the proposed accommodation and verifying the suitability of the property to the student's age, needs and expectations. This screening process includes:

5.4.1.1 completing an onsite home inspection, filling in the International Student Program – Homestay Site Visit Checklist Template and ensuring that the property is suitable to

accommodate international students (unless the property has been verified by a site visit in relation to another student in the previous three months)

- 5.4.1.2 taking photos of the proposed living arrangement including the student’s bedroom, bathroom facilities, kitchen and shared areas
- 5.4.1.3 putting in place any corrective actions (if applicable) that must be met prior to the student being placed in the home

5.5 Screening student support service providers

- 5.5.1 The School carefully screens welfare and support service providers (i.e. student support service agencies) for quality of service, ethical standards and adherence to the child safe standards before entering into a service agreement with the provider. The screening process involves:
 - 5.5.1.1 Having an initial meeting with the service provider to gain an understanding of the business and its operations
 - 5.5.1.2 Obtaining and verifying the service provider’s policies and procedures in relation to screening, selecting and monitoring of its welfare support staff that it refers to the School and its compliance with the child safe standards
 - 5.5.1.3 Informing the service provider of the School’s child safe practices and the requirement and expectation of the service provider to comply with these practices
 - 5.5.1.4 Reference checking and consulting with network schools on the provider’s quality of service
- 5.5.2 Once screening is completed and approved, a service agreement, prepared by the School’s solicitor, is provided to the service provider to execute.

5.6 Screening welfare and local support person

- 5.6.1 The School carefully screens local support persons directly and indirectly through a number of procedures, by:
 - 5.6.1.1 obtaining and verifying the support service provider’s policies and procedures in relation to screening, selecting and monitoring of its welfare support staff (local support person) that it refers to the School
 - 5.6.1.2 sighting and verifying the WWCC status of all local support persons that are referred to the School to ensure it is valid and current against the WWCC Victoria online checking tool
 - 5.6.1.3 sighting proof of personal identity (i.e. driver’s license / passport)
 - 5.6.1.4 gaining an understanding of the local support person’s experience / history in providing welfare and support services for international students

6. SELECTION

Third party providers are selected on merit, quality of service and adherence to the child safe standards as per the School’s screening process.

6.1. Selecting homestay service providers

- 6.1.1. Homestay service providers are selected on merit, quality of service and adherence to the child safe standards as per the School’s screening process.

6.2. Selecting homestay hosts

- 6.2.1. Tintern Grammar will select the homestay host to be assigned to the international student by:
- 6.2.1.1. reviewing the information and recommendations provided by the School's endorsed and approved homestay service provider partner and reviewing using the Homestay Onsite Visit Template.

6.3. Onsite induction of homestay hosts

- 6.3.1. For new homestay hosts, the International Student Coordinator will visit the home and induct all adult family members on the School's:
- 6.3.1.1. child safe policies and procedures
 - 6.3.1.2. expectations, roles and responsibilities of homestay hosts
 - 6.3.1.3. emergency and critical incident management procedures
 - 6.3.1.4. emergency contact details

6.4. Selecting student support service providers

- 6.4.1. Student support service providers are selected on merit, quality of service and adherence to the child safe standards as per the School's screening process.

6.5. Selecting local support person

- 6.5.1. Tintern Grammar will select the local support person to be assigned to the international student by reviewing the application forms completed by the international student to understand their cultural background, life experiences and interests and assigning a local support person with the traits that would be most suitable for their age and needs.

6.6. Induction of local support persons

- 6.6.1. For new local support persons selected by the School, the International Student Coordinator arranges an onsite/online meeting with the local support person to induct them on the School's:
- 6.6.1.1. child safe policies and procedures
 - 6.6.1.2. expectations, roles and responsibilities of the local support person
 - 6.6.1.3. emergency and critical incident management procedures
 - 6.6.1.4. emergency contact details

7. MONITORING

The School monitors third party providers for ongoing quality of service, ethical standards and adherence to the child safe standards by conducting regular feedback and performance reviews.

7.1. Monitoring homestay service providers

Homestay service providers are monitored for ongoing suitability through an annual feedback and performance review

7.1.1. Annual Feedback Meeting

A meeting is held once a year between School representatives and the homestay service provider to review the delivery of accommodation services provided to international students and ensure that it continues to meet the service agreement between both parties. It is also an opportunity in this meeting to review the screening and monitoring procedures undertaken by the homestay service provider in ensuring that any homestay hosts referred by the provider to the School are trained, qualified and suitable to provide homestay accommodation to our international students.

7.1.2. Performance reviews

The International Student Coordinator completes a performance review for the homestay service provider once per year, to ensure that the service provider continues to meet the service requirements and expectations of the School. The completed review form is stored in the homestay service provider's file and discussed in the annual feedback meeting with the service provider.

7.1.3. Feedback Forms

The International Student Coordinator seeks feedback from families of international students on their experience in dealing with the homestay service provider. The Feedback Form is completed in discussion between the International Student Coordinator and the parent/s (with translation assistance where necessary).

7.2. Monitoring homestay hosts

The School monitors homestay hosts for ongoing suitability by conducting regular onsite inspections (every 6 months) as well as obtaining regular feedback from international students living in the home.

7.2.1. Ongoing monitoring (every 6 months)

An onsite inspection of the property is completed every 6 months after the international student is placed in the home. The ongoing suitability of the property to accommodate an international student as well as the ongoing suitability of adult family members in the home to provide homestay accommodation and remain in child connected work (WWCC re-verification checks) is reviewed and assessed using the **Homestay Site Visit Template**.

7.2.2. Ongoing training of homestay hosts

For existing homestay hosts, the International Student Coordinator as part of the 6 monthly home inspection, will remind all adult family members of the School's:

- 7.2.2.1. child safe policies and procedures
- 7.2.2.2. expectations, roles and responsibilities of homestay hosts
- 7.2.2.3. emergency and critical incident management procedures
- 7.2.2.4. emergency contact details
- 7.2.2.5. and provide an update to any legislative or policy changes that may affect the homestay host.

7.2.3. Feedback Forms

The International Student Coordinator seeks feedback from international students on their experience in living with the homestay hosts. The Feedback Form is completed by the international student in a meeting with the International Student Coordinator 3 months after moving into their homestay home and every 12 months thereafter.

7.3. Monitoring student support service providers

Student support service providers are monitored for ongoing suitability through an annual feedback and performance review.

7.3.1. Annual Feedback Meeting

A meeting is held once a year between School representatives and the student support service provider to review the delivery of support services provided to international students and ensure that it continues to meet the service agreement between both parties. It is also an opportunity in this meeting to review the screening and monitoring procedures undertaken by the student support service provider in ensuring that any local support persons referred by the provider to the School are trained, qualified and suitable to provide welfare and support to our international students.

7.3.2. Performance reviews

The International Student Coordinator completes a performance review for the student support service provider once per year, to ensure that the service provider continues to meet the service requirements and expectations of the School. The completed review form is stored in the student support service provider's file and discussed in the annual feedback meeting with the service provider.

7.3.3. Feedback Forms

The International Student Coordinator seeks feedback from families of international students on their experience in dealing with the homestay service provider. The Feedback Form is completed in discussion between the International Student Coordinator and the parent/s (with translation assistance where necessary).

7.4. Monitoring local support persons

7.4.1. The School monitors local support persons for ongoing quality of service, ethical standards, adherence to the child safe standards and suitability to meet the age and needs of their assigned international student by:

- 7.4.1.1. conducting regular student feedback reviews
- 7.4.1.2. providing ongoing training of local support persons
- 7.4.1.3. ensuring that WWCC for the local support person remains valid and current against the WWCC Victoria online checking tool (WWCC re-verification checks)

7.4.2. Feedback Forms

The International Student Coordinator seeks feedback from international students on their experience with the local support person. The Feedback Form is completed by the international student in a meeting with the International Student Coordinator 3 months after being assigned with their local support Person and every 12 months thereafter.

7.5. Ongoing training of local support persons

7.5.1. For existing local support persons, the International Student Coordinator, on an annual basis, arranges an onsite / online information and awareness session with the local support person to go over the School's:

- 7.5.1.1. child safe policies and procedures
- 7.5.1.2. expectations, roles and responsibilities of the local support person
- 7.5.1.3. emergency and critical incident management procedures
- 7.5.1.4. emergency contact details
- 7.5.1.5. and provide an update to any legislative or policy changes that may affect their work and role as a local support person engaged by the School.

7.6. WWCC Re-verification Checks

7.6.1. This is checked monthly against the Victorian WWCC database using the WWC Status Checker tool and sighted and verified annually as part of the information and awareness session between the International Student Coordinator and the local support person.

7.7. Record Keeping

7.7.1. The School maintains evidence of compliance with this policy by maintaining records of selection, screening and monitoring activities undertaken by the School in accordance with this policy and keep any written agreements entered into by the School.

8. LINKS TO RELATED TINTERN GRAMMAR POLICIES

- 8.1. International Students – Homestay Accommodation
- 8.2. Homestay Policy and Procedure – Screen, Select, Monitor

9. APPROVAL

- 9.1. Policy Approved by: Tintern Grammar Executive
- 9.2. Date Approved: 25 August 2022
- 9.3. First Published: August 2022
- 9.4. Reviewer: Director of Admissions and Marketing
- 9.5. Version: 1.0
- 9.6. Review Cycle: 2 years
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