

## HOMESTAY POLICY AND PROCEDURE

### 1. INTRODUCTION

1.1 Tintern Grammar School (**Tintern**) is committed to ensuring that Overseas Students who attend Tintern under a CAAW letter have appropriate accommodation, support and welfare arrangements in place at all times. This Policy has been designed to meet the requirements of the National Code and VRQA Standards.

### 2. PURPOSE

2.1 The purpose of this Policy is to outline Tintern's policy on approving and monitoring Homestay Accommodation to ensure the arrangements are suitable for Overseas Students.

### 3. SCOPE

3.1 This Policy applies to all Hosts, Homestay visitors or residents, Homestay Students, employees or volunteers.

### 4. DEFINITIONS

4.1 **CAAW** means Confirmation of Appropriate Accommodation and Welfare.  
eCOE means electronic Confirmation of Enrolment.

4.2 **Homestay Accommodation** means the accommodation approved by Tintern for the Overseas Student to stay at Homestay as their parents/legal guardians are not in Australia.

4.3 **Homestay Student** means an Overseas Student who is residing in Homestay Accommodation.

4.4 **Host** means a person who is approved by Tintern to provide Homestay Accommodation pursuant to a Homestay Deed between the Host and Tintern.

4.5 **Local Support Person** means the person identified as supporting the Homestay Student

4.6 **National Code** means the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

4.7 **Overseas Student** means a person (whether within or outside Australia) who holds a student visa as defined by the *Education Services for Overseas*

*Students Act 2000 (ESOS Act)*, but does not include students of a kind prescribed in the ESOS Regulations. Where the student is under 18 years of age and the student is required to exercise rights or enter obligations as a legal person, this term may refer to the student's parents or legal guardian.

4.8 **VRQA Guidelines** means the Victorian Registration & Qualifications Authority Guidelines for the Enrolment of Overseas Students Aged Under 18.

4.9 **WWCC** means Working With Children Clearance

## 5. POLICY

5.1 Tintern is committed to approving Homestay Accommodation of high quality and which provides a safe, comfortable and caring environment for Homestay Students.

5.2 All Overseas Students who are in Australia on the authority of a CAAW letter issued by Tintern must reside in Homestay Accommodation approved by Tintern for the duration of the study period defined in their CoE.5.3 Digital Citizenship Agreement.

5.3 Tintern will nominate the dates for which it accepts CAAW responsibility, and advise DHA (via PRISMS).

5.4 Tintern will not approve Homestay Accommodation if the maximum number of students in their homestay exceeds three students either under 18 years or over.

5.5 A Homestay Student's Host and Local Support Person cannot be the same person.

5.6 A Tintern employee cannot be a Host, unless exceptional circumstances apply and the Principal has provided written approval of the appointment. Notwithstanding this clause, an employee may be authorised as a temporary Host in exceptional circumstances, provided that the employee receives no financial gain.

5.7 Students of the opposite sex cannot reside in the Homestay Accommodation.

5.8 Homestay Students cannot change arrangements without consultation and agreement by Tintern.

5.9 Homestay Students who wish to stay overnight in alternative/temporary accommodation must provide two weeks' notice to Tintern with written parental permission and this accommodation must be approved by Tintern.

- 5.10 Tintern will never approve enrolment or Homestay Accommodation for a Homestay Student who will be under the age of 15 at their time of commencement at Tintern.
- 5.11 Tintern has not and will not delegate, outsource or contract any responsibility for the accommodation, welfare and support of any student on a CAAW letter to another party.

## **6. PROCEDURE RECRUITING AND SCREENING HOST**

- 6.1 When considering whether a Host and Accommodation is appropriate, the International Student Co-ordinator will undertake the following process:
- (a) meet the proposed Host, others who reside at the Homestay Accommodation and any regular visitors to know the character and background of all persons who will be in frequent contact with the Homestay Student;
  - (b) visit the home and conduct a Home Stay Site Checklist and Risk Assessment;
  - (c) provide to the Host:
    - (i) Home Stay Risk Management Strategy;
    - (ii) Child Safety Policy;
    - (iii) Child Safety Code of Conduct; and
    - (iv) any other relevant policies;
  - (d) receive approved WWCC from all persons 18 years or over (including other students) residing or frequenting the home and check the validity of the documents via the WWCC website; and
  - (e) obtain reference contact details of personal and professional referees of any persons over 18 years who reside or frequent the home as required.
- 6.2 Tintern will maintain up-to-date records of the Overseas Students' contact details, including the contact details of the student's parent(s), legal guardian or any adult responsible for the student's welfare in PRISMS.
- 6.3 Where Tintern uses a third party to source Hosts, the process prescribed under this Policy will still be followed by Tintern to assess the Host, regardless of the third party's process or recommendation. The third party provides a shortlist only, and Tintern conducts screening and verification prior to approval and placement of an overseas student.

- 6.4 The use of a third party is purely to connect Tintern with potential Hosts and does not represent any effort to delegate Tintern's responsibility for the Homestay Student's accommodation, welfare or support.
- 6.5 All Third-Party providers need to provide Child Safe documentation and WWCCs. These records are checked each term and kept up to date.

## 7. FOLLOWING APPROVAL

- 7.1 Once a Host and Accommodation has been approved by the Principal, the International Student Co-ordinator will:
  - (a) match the Homestay Accommodation to the individual needs of the Homestay Student and their family, considering factors such as age, interests and study requirements and distance from Tintern.
  - (b) carry out regular site visits of the Homestay Accommodation, at least every six months but more frequently if deemed necessary by the International Student Co-ordinator. At each visit, the International Student Co-ordinator will complete a Home Stay Site Checklist and Risk Assessment and will advise the Principal if there are any material changes to the risk assessment of the Homestay Accommodation.
- 7.2 Prior to the commencement of a Homestay appointment, Tintern will provide the Host with the emergency contact details of Tintern (which is a 24 hour emergency number) and the Overseas Student's parents.
- 7.3 Tintern will provide training for Hosts, the International Students Co-ordinator and other support staff involved in the Overseas Student program to ensure they have adequate knowledge of:
  - (a) the Child Safe Standards;
  - (b) Tintern's policies and procedures for managing emergency and critical incidents, and for verifying the student's accommodation is appropriate to the Overseas Student's age and needs; and
  - (c) the ESOS Act, the National Code and the VRQA Standards.
- 7.4 When a Host has been shortlisted by a third party for Tintern, Tintern will conduct all subsequent verification and checks of the Host And Accommodation (in addition to the recruitment and screening under clause 6.

## 8. RESPONSIBILITY FOR APPROVAL

- 8.1 The Principal of Tintern, their delegate as assigned by the Principal from time to time, is responsible for approving all Homestay accommodation.
- 8.2 To enable the Principal to approve Homestay Accommodation, the International Student Co-ordinator, or their delegate, will prepare a Home Stay Site Checklist and Risk Assessment during each site visit of any Homestay Accommodation. Following completion of this Assessment, the International Student Co-ordinator will make a recommendation to the Principal about the suitability of the Homestay Accommodation.
- 8.3 The Principal will consider the recommendation of the International Student Co-ordinator when determining whether to approve any Homestay Accommodation.
- 8.4 The International Student Co-ordinator is responsible for considering all requests submitted under item 9.6.

## 9. HOME STAY FEE

- 9.1 While Tintern does not involve itself in the payment of Homestay fees, it does recommend that a minimum fee of \$360 per week is deemed as an acceptable fee by Tintern.
- 9.2 The Homestay Fee should cover the services provided by the Host to the Homestay Student as specified in the Homestay Deed. This will ordinarily include provision of:
  - (a) a separate bedroom for the student that is appropriate to the age and needs of the student, which will include:
    - (i) a bed;
    - (ii) a desk;
    - (iii) study chair;
    - (iv) bookshelf;
    - (v) chest of drawers;
    - (vi) bedside table;
    - (vii) cupboard space;
    - (viii) a desk lamp;
    - (ix) washing basket for dirty clothes;

- (x) linen;
  - (xi) towel;
  - (xii) wastepaper bin; and
  - (xiii) adequate heating and cooling.
- (b) breakfast, lunch and a cooked dinner seven days a week. The Host will ensure the Homestay Student has access to fresh and adequate food to make their own breakfast and lunch;
  - (c) facilities for the Homestay Student's laundry to be laundered at least once a week, including space determined by agreement between the Host and the Homestay Student;
  - (d) access to an efficient internet system;
  - (e) access to bathroom facilities;
  - (f) a key to access the Homestay Accommodation; and
  - (g) a key to access the bedroom described in item 9.2(a), if applicable.

9.3 It will also include:

- (a) water costs and reasonable measure of water usage to maintain personal hygiene;
- (b) cleaning and maintenance of home;
- (c) heating and cooling costs;
- (d) use of living areas both indoors and outdoors within the residence and property; and
- (e) support with transport to and from extra-curricular activities during the week and at other times if required.

9.4 If the Homestay Student is not residing at the property, the Host:

- (a) is permitted to charge the Homestay Student a holding fee of \$180 per week. If the Host charges this fee, they agree to maintain the use of the room exclusively for the Homestay Student and are not able to let the room to another individual; or
- (b) can choose to sub-let the room to another individual, provided the Homestay Student and their parents provide written approval and notify the International Student Co-ordinator of their intention.

Should the Host choose to sub-let the room, a holding fee cannot be charged.

- 9.5 Should the Host desire, they are able to request the Homestay Student pay to them a bond of no more than four times the holding fee. This fee will be retained by the Host, and will only be refunded to the Homestay Student once the property has been vacated and there is no damage to the property.
- 9.6 Should the Host wish to charge any amount that varies by 10% of the fees and charges specified in this Policy, they must first request approval from Tintern and cannot do so until they have received written approval from Tintern.

## **10. DISSATISFACTION WITH HOMESTAY ACCOMMODATION**

- 10.1 Complaints that cannot be resolved between the Homestay Student or the Host should be referred in writing to Tintern, addressed to the International Student Co-ordinator.
- 10.2 Where the Homestay Student's expectations are not met, Tintern will attempt to implement a suitable resolution. This may involve conducting additional home visits or meeting with the Vice Principal, the International Student Co-ordinator as well as communication with the Homestay Student's parents or Local Support Person.
- 10.3 If Tintern becomes aware a Homestay Student has an issue with their Homestay Accommodation, it will:
- (a) contact the Host to discuss the issue;
  - (b) call a meeting with the International Student Co-ordinator and Homestay Student to discuss the issue further, focusing on what has facilitated the issue and strategies to resolve the issue;
  - (c) document and implement strategies towards resolution; and
  - (d) monitor the situation to ensure the Homestay Student feels safe and comfortable in their accommodation.
- 10.4 If the issue is not able to be resolved, the Homestay Student will meet with the Vice Principal and the International Student Co-ordinator to consider how to remedy the situation. This may include:
- (a) conducting a site visit;
  - (b) changing the Homestay Student's arrangements; or
  - (c) other possible remedies Tintern implements (suitable to the circumstance).

10.5 If a Homestay Student changes Homestay Accommodation three times, Tintern may initiate discussion as to the suitability of homestay for the Homestay Student. This may result in Tintern requiring:

- (a) the Homestay Student's parents to reside with their child; or
- (b) the termination of the Homestay Student's enrolment.

## 11. BREACHES OF THIS POLICY

Any breach of this Policy may result in withdrawal of:

- (a) Disciplinary action, including up to termination of employment;
- (b) Termination of approval as a Host; or
- (c) Withdrawal of offer of enrolment or termination of enrolment.

## 12. APPROVAL

12.1	Policy Approved by:	Tintern Grammar Executive
12.2	Date Approved:	28 April 2022
12.3	First Published:	April 2013
12.4	Version:	1.5
12.5	Revision Date:	28 April 2025
12.6	Review cycle:	3 years
12.7	Owner:	Director of Admissions and Marketing