



# Procedure for Monitoring International Students in Homestay

V 1.7 October 2024

## 1. Procedure for monitoring students under the age of 18 in homestay:

In order to ensure that all international students studying at LTCA who are under 18 years of age have been placed with suitable homestay families, the chosen homestay provider of LTCA (AHN) ensures that the following items are complied with:

- Federal police checks and Working with Children Checks on all homestay family members over the age of 18 to ensure that the safety of students is not compromised.
- All homestay families are made aware of the additional requirements for hosting students who are under 18 years of age.
- All homestay families are aware of the need to provide additional care for students who are under 18 years of age.
- The College representative will conduct an initial check of the homestay prior to the **student's arrival onshore.**
- AHN visits each homestay with student/s who are under the age of 18 at least twice a year to ensure that the accommodation is suitable and age appropriate.
- AHN must conduct follow-up visits if they have reasonable grounds to suspect that the accommodation has become unsuitable.
- All U18 students who wish to change their accommodation arrangements may do so, into approved accommodation, with written permission from the College, prior to moving.
- Before arrival, the student is sent, by email, the Under 18 student manual, which includes 24-hour contact details of the AHN representative and the College emergency number in addition to other relevant information.
- The student is met on arrival at the Melbourne airport by LTCA's **airport pickup service, TOGOTO or AHN's pick up service** (unless prior arrangement has been approved by LTCA).
- The student is required to attend orientation and meet with the Student Counsellor or a Student and Academic Services Officer monthly to discuss their academic progress and accommodation arrangements. Any accommodation concerns are passed onto the Accommodation Coordinator to liaise with the accommodation provider who may action the change.
- On arrival, all under 18 students are given contact details of the Student and Academic Services Team, for any assistance required, and emergency numbers to report any incident.
- Students complete an Accommodation Survey within the second week of their stay in homestay, conducted by AHN and Auzzie Families Homestay Care.
- The student will not stay away from the home after dark, unless the homestay provider has agreed to this, and the reasons have been communicated to the Student Counsellor.
- The student will not stay overnight away from the approved homestay address without written approval from the College and host family.

In order to ensure that all international students studying at LTCA who are under 18 years of age have been placed with suitable homestay families, LTCA undertakes the following:

- A visit is organised at a mutually agreed time between the Student and Academic Services Team of the College and the homestay provider to visit the home, interview the provider and inspect the room being offered for the stay of students under the age of 18 years before the student is placed in the home.
- Follow-up is done with AHN for any improvements required.
- A report on the visit by the SAS team is sent to the Manager, Student Services, who tables it at LTCA Senior Management Team meetings.

- Monthly meetings are held between the Manager, Student Services and AHN (Melbourne), and Auzzie Families Homestay Care (Sydney).
- Two weeks after placement all students in homestay with AHN are surveyed. Students with negative comments are interviewed, and this is followed-up with AHN. If necessary, the student is moved to a different home or to emergency accommodation until a suitable home is found.

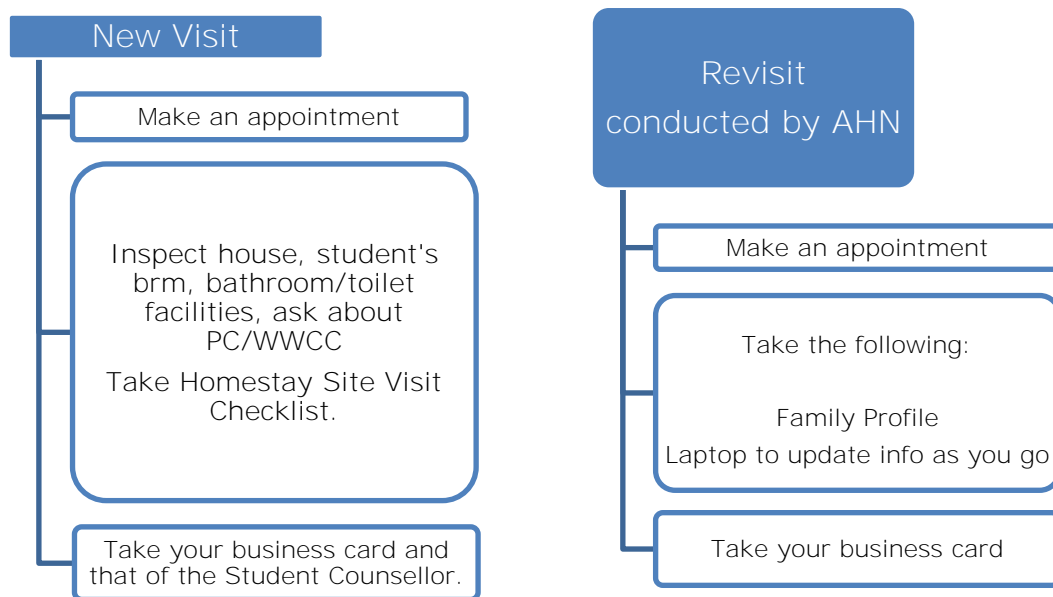
## 2. Procedure for Organising a Homestay Visit to a home chosen for U18 students

Homestay providers are expected to take an interest in the international student they host, spend time with them, involve them in family activities and provide plenty of opportunities to speak or listen to English. This typically results in better student health and learning for the student.

### 2.1 Making the Appointment

The following process is undertaken by the Student and Academic Services Team when organizing homestay visits to providers chosen to host a student under the age of 18:

- A list is obtained from AHN with contact details of relevant homestay providers.
- Each provider is contacted and an appointment made for a visit at a mutually agreed time.
- The best approach is decided upon– telephone or email. Confirmation is given in writing after initial contact. Schedule is updated with agreed date.
- The position of the SAS Officer is to be stated at introduction.
- Clear details are provided of what will be covered in the interview – LTCA confirms photos taken by AHN- **street view of the home, student's bedroom, the bathroom/toilet** facilities and any homestay members present at the interview; plus photos of original PC/WWCC/VITs (for LTCA purposes only).



- AHN conducts interviews with all homestay hosts; The purpose of the interview is communicated: to tell the family about LTCA (purpose, programs); to begin orientating the family to the experience by telling them about the challenges and adjustments involved; to get to know the family well enough to describe them fully and to stress that they must abide by AHN's **thorough and careful** rules and regulations. Ask them about Vic State Child Safe Standards.

- **It is explained** that the family interview is not a selection process i.e. one family is not better than another. It is an assessment of whether an U18 student could be placed in the home.

Before the visit by the LTCA Student and Academic Services Team member

- The family is provided with the contact details of the Team member.
- If possible follow-up is done in writing (email or text).
- A mutually acceptable time is decided upon and punctuality is maintained.
- The number of people at the interview will be ascertained and they will be told who will be coming from LTCA.
- The length of the interview will be communicated and maintained. It will be communicated that there may be more than one interview, if required.
- A list of all adults in the home is to be requested and received.

<u>What to look for when Interviewing</u>	<u>Things to think of when visiting host families</u>
A sense of family	<b>In the back of your mind... Is the area safe?</b>
Untidy or neat	Is there a regular bus route?
Casual or formal	What kind of welcome do you get?
Individually or group orientated	Are you offered a drink?

Religious or spiritual attitudes	Is the person you speak with relaxed, friendly, cheerful?
Community or home-centered	Is the environment comfortable?
Social activities of the family as a group and the children/teenagers	<b>What can you smell? Alcohol, damp, fumes...</b>
Leisure and/or special interest activities – family and individual	What can you hear? Children crying, industrial noise...
Sports and cultural involvement	<b>How does it feel? Cold, damp, dirty...</b>
Attitudes to smoking, alcohol, drugs, pornography, e-communication, electronic games, teenage relationships	Is the person interested in what you have to say? Are questions asked?
Attitudes to other cultures	What previous experience of hosting is there? Listen for problem stories.
Attitude to pets	Does the homestay provider show enthusiasm and understanding?
Dietary constraints	Does the homestay provider show understanding?
Care of children	Does this appear to be a calm environment?
Adherence to Child Safe Standards	What kind of network of support does the family have?
Awareness of curfew	Talk about conflict. Is there evidence of some skill in conflict resolution?
Regular contact with LTCA Student Counsellor or Accommodation Coordinator	What first impression do you think this home will have on a newly arrived young person who is first time away from home?
Age-appropriate accommodation	Is the home suitable for a student under the age of 18 years?

### 3. Monitoring of Host Families

Purpose: To assess the suitability of Homestay families for students under the age of 18.

Outcome: To support families with the skills, knowledge and abilities, personal attributes, lifestyle and facilities to successfully perform their role as a homestay host for students under the age of 18.

#### 3.1 Procedures for assessment:

- As part of the homestay home check, the SAS Team member will visit all homestay families who have U18 students from LTCA in their homes and conduct interviews with the families. He/she will view the room for the student and check that it has all the required furnishings.
- At the interview conducted by AHN, families are told what to expect and what is expected of them.

#### 3.2 Assessment decision

- Once an accommodation host is approved by AHN, they provide a list of preferred homes to LTCA. This list is made available to all students under the age of 18 years prior to their enrolment, in case they prefer a specific homestay.
- Non-approval process

A homestay provider may be considered as not suitable if:

- they do not live within a reasonable distance to LTCA (40 minutes)
- the presentation of their home is deemed unsuitable

- they do not wish to adhere to LTCA rules and regulations for U18 students.
- they do not meet Child Safe Standards.
- they have not been checked/inspected by LTCA for placement of U18 students.

### 3.3 Procedures for providing support to homestay providers

In order to identify support or development needs for the host family, and to support the homestay family as effective hosts, the Student and Academic Services Team will

- provide an Accommodation Provider Survey form for each student placement. This survey focuses on the **homestay's duty of care towards the** U18 student at least 2 weeks after placement.
- place student feedback anonymously on a report, for example, issues students are having with keeping warm, internet usage etc.
- hold homestay meetings at least twice a year (once before the student is placed in a home, and then 6 months later – conducted by AHN). **Meet informally in a host family's** home.
- organise to meet with AHN to give them a report and discuss changes montly.
- be available via phone, mobile and email to respond to homestay **providers' and students'** enquiries and/or concerns
- be available to drop in to visit a host family at short notice.

Emergency accommodation is to be made available if the student has to be moved.

### 3.4 Procedure for Discontinuing Homestay Families

Non-compliance with AHN Homestay Guidelines may lead to the discontinuation of a homestay provider for La Trobe College students. Where this occurs, the following procedure will be undertaken:

- Student complaints will be investigated by the Student Counsellor and feedback noted. Depending on the severity of the breach, AHN will be instructed to remove all LTCA students from the home until further notice. Feedback and support are provided by AHN or monitored over a longer period of time.
- An email/letter will be sent to AHN, **confirming the host family's** discontinuation to receive students under the age of 18 from LTCA.
- This is entered on the master spreadsheet for students under the age of 18 years, stating the reason why, add the date and Accommodation **Coordinator's** initials e.g. *Due to continued negative feedback from students this homestay has been deregistered.*
- An electronic copy of the correspondence is kept.
- The LTCA Student Counsellor and the Director, Student Services are informed.

Procedure Title	Procedure for Monitoring International Students in Homestay	
Procedure Owners	Student Counsellor Student and Academic Services Manager	
Contact Persons	Student and Academic Services Team	
Key Stakeholders	Parents, Legal Guardians, Agents	
Approval Body	LTM Executive Committee	November 13 2013
	LTM Executive Committee	December 13 2017
	LTCA Executive Committee	April 18 2019
	LTCA Senior Management Team or Delegate	February 2, 2022
	LTCA Senior Management Team	October 14 2024
Relevant Legislation	Education Services for Overseas Students Act 2000 (ESOS Act), the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 Child Safe Standards Act 2015 (Victorian Government)	
Related Policies	Students Support Services Policy	
Related Guidelines	Child Safe Standards	
File information	File number [File Number]	Version number 1.7
Date Effective	08/07/2013	Next Review Date October 2026
Amendment History		
Revision Date	Version	Summary of changes
9/4/19	1.4	Added details in line with changes to the National Code. More comprehensive details to be given to students in particular.
15/11/2019	1.5	Updated to reflect changes implemented on 1/10/2019/: availability of emergency accommodation and age-appropriate accommodation.
02/02/2022	1.6	Confirmed process and minor updates made in the document.
14/10/2024	1.7	Confirmation of process and minor amends to stakeholder references