

Ongoing monitoring of homestay providers and placements

Implementation Date: 14/01/2019

Version: 2.1

Audience

Education Queensland International, homestay providers, school staff, students.

Purpose

This procedure outlines the roles and responsibilities of EQI, school staff, students and homestay providers and the steps they follow to monitor homestay providers and homestay placements.

Overview

This procedure applies to all approved homestay providers (regardless of whether they were recruited by a school or referred by a student) and homestay placements.

Responsibilities

School staff

- maintain accurate and up to date records (for example, adding a record of contact in OneSchool for each contact with student)
- actively monitor blue card/exemption card status of adult residents in homestay, ensuring all requirements are adhered to
- develop and maintain regular contact with homestay providers and students
- organise annual homestay provider information sessions
- conduct home visits, homestay provider checks and student interviews
- develop and maintain effective and regular communication with student's parent/agent and EQI
- provide support and advocacy for students in relation to welfare issues, dispute resolution and adjusting to living and learning in Queensland
- manage and reconcile homestay payments
- escalate issues and concerns to school principal
- initiate and facilitate temporary, permanent or emergency placement changes, if required
- discuss placement changes with school principal and seek approval, if required
- refer to Accommodation and welfare procedure for managing changes to welfare arrangements.

EQI

- provide advice and support to school principal and school staff implementing this procedure.

Homestay provider

- provide student with safe, caring and supportive home environment
- comply with the Terms and conditions for homestay providers and relevant legislation (e.g. blue cards/exemption cards, pool safety, smoke alarms)
- notify School staff of any changes to contact details or changes to information supplied in the application and assessment process
- maintain regular contact with school staff
- attend annual homestay provider information sessions
- cooperate with school staff to arrange home visits each semester.

School principal (or delegate)

- appoint sufficient and suitably qualified staff (School staff) to manage the homestay program oversee the ongoing monitoring of homestay providers and homestay placements
- address and resolve homestay issues
- approve a school based employee as an emergency homestay placement, if necessary
- take action under the Incident management procedure or the Student protection procedure, where required.

Student

- comply with the EQI Standard terms and conditions
- maintain regular contact with school staff
- participate in interviews with school staff.

Process

1. Informal monitoring

School staff

- 1.1 communicate with student, regularly during each school term, regarding their wellbeing and any issues or concerns regarding homestay placement
- 1.2 communicate with homestay providers, regularly during each school term, regarding student behaviour, wellbeing and homestay placement issues or concerns
- 1.3 follow up on issues raised by student or homestay provider, ensuring appropriate intervention is provided, for example:
 - discuss with student and homestay provider to obtain further information
 - discuss with student, parent/agent
 - refer student to school Guidance Officer/School Based Health Nurse

- assist student to access other welfare related support services
 - if student or homestay provider requests a change of placement and an emergency placement is not required, investigate and arrange mediation or counselling (if appropriate), or find an alternative placement
- 1.4 report to school principal where the issue is not resolved, or for critical incidents or Student protection issues.

2. Annual homestay provider information session

School staff

- 2.1 organise annual homestay provider information sessions for all current and approved homestay providers to include:
- updates to the program
 - expectations of students and providers
 - opportunity to meet other homestay families involved in the school's homestay program
 - a reminder of EQI's Incident management procedure and the importance of immediately reporting if they suspect or become aware that any student in the EQI homestay program has been harmed, is at risk of harm or is likely to be harmed
- 2.2 assist homestay providers to understand their role and responsibilities and answer any queries.

3. Student interviews

School staff

- 3.1 conduct a formal one-to-one interview with student each semester to discuss their wellbeing and any issues with their homestay placement
- 3.2 record interview details on Homestay checklist – ongoing monitoring
- 3.3 follow up on issues raised during interview and ensure appropriate intervention is provided, for example:
- discuss with homestay provider to obtain further information
 - discuss with student's parent/agent
 - refer student to school Guidance Officer/School Based Health Nurse
 - assist student to access other welfare related support services
- 3.4 report to school principal where issue is not resolved, or for critical incidents or student protection issues.

4. Home visit

School staff

- 4.1 visit homestay providers at least once a year, at a mutually convenient/scheduled time
- 4.2 where a homestay provider has been approved, but a student has not been placed with them after six months, conduct a home visit prior to placing a student
- 4.3 complete Homestay checklist – ongoing monitoring during home visit

- 4.4 request further information from homestay provider, if required
- 4.5 report to school principal for further advice/instruction if:
 - a homestay provider does not comply with a request for further information
 - serious concerns are raised during home visit (including critical incident or student protection issues)
 - student has breached the EQI Standard terms and conditions
 - a homestay provider has breached the Terms and conditions for homestay providers.

5. Homestay provider check

School staff

- 5.1 conduct a bi-annual check of homestay providers six months after annual home visit:
 - arrange telephone appointment or face to face meeting during school hours and at a mutually convenient/scheduled time
 - prior to phone appointment – email Homestay checklist – ongoing monitoring to the homestay provider for completion and discussion
 - receive completed checklist
 - complete Homestay checklist – ongoing monitoring
- 5.2 request further information from homestay provider, if required
- 5.3 report to school principal for further advice/instruction if:
 - homestay provider does not comply with a request for further information
 - serious concerns are raised during review (including critical incident or student protection issues)
 - student has breached the EQI Standard terms and conditions
 - a homestay provider has breached the Terms and conditions for homestay providers
- 5.4 document homestay provider check on OneSchool as a record of contact.

6. Escalation to school principal

School principal

- 6.1 address and resolve homestay issues and decide to:
 - direct school staff to continue to work with homestay provider until satisfied concerns have been appropriately addressed, any breach has been remedied and will not reoccur or further information has been supplied
 - direct school staff to work with student and other relevant school staff until satisfied concerns have been appropriately addressed
 - take action under the Behaviour management procedure for unsatisfactory behaviour, if student has breached the Standard terms and conditions
 - change student's placement
 - approve student's request to change their homestay placement where less than two weeks'

written notice is being given to a homestay provider only where the student provides payment in lieu of notice to their current homestay provider and also pays homestay fees to the new homestay provider (except where an immediate change of placement is required)

- approve an immediate change of placement
- notify EQI that the school can no longer provide homestay for student (see the Accommodation and welfare procedure)
- suspend or cancel homestay provider's registration – see Suspension or cancellation of registration as a homestay provider
- take action under the Incident management procedure or the Student protection procedure, where required.

7. Monitoring blue cards / exemption cards

School staff

- 7.1 regularly (at least once a month) review Homestay register to see if blue card renewals or applications (e.g. resident turning 18) need to be actioned in the next two months
- 7.2 where a blue card renewal or application is required, liaise with the person to complete the application
- 7.3 update Homestay register with new card details, including new expiry dates
- 7.4 lodge Change in police information notification form immediately, if advised by an adult resident that their police information has changed
- 7.5 notify school principal:
 - where an adult resident's blue card or exemption card renewal hasn't been submitted to Blue Card Services at least 30 days prior to expiry
 - if notified by an adult who resides in a homestay home that there has been a change in their police information
 - if notified a blue card or exemption card is suspended or cancelled.

School principal

- 7.6 request further information from homestay provider regarding a change in the police or disciplinary information of any adult who resides in the house (including details of the charge)
- 7.7 decide to either:
 - liaise further with Blue Card Services regarding a change in police information
 - immediately remove a student from the homestay
 - liaise with the homestay provider to arrange for the adult to be immediately removed from the homestay
 - suspend or cancel the homestay provider's registration (see Suspension and cancellation of homestay provider below).
- 7.8 take action under the Incident management procedure or the Student protection procedure, where required.

8. Monitoring school holiday arrangements

School staff

- 8.1 liaise with homestay providers and students prior to school holiday periods to ensure safe and appropriate arrangements are in place for the duration of the holidays
- 8.2 provide guidance to homestay providers and students where appropriate homestay arrangements are not in place for the school holiday period
- 8.3 provide guidance to homestay providers and students submitting Travel and activities form
- 8.4 provide the completed Travel and activities form to school principal, where required
- 8.5 report to school principal where homestay/travel arrangements are unsuitable
- 8.6 ensure appropriate payment arrangements for homestay providers are in place for the holiday period
- 8.7 communicate payment arrangements to homestay providers, where necessary.

School principal

- 8.8 approve or reject requests made on the Travel and activities form, in line with the Travel and activities procedures
- 8.9 decide:
 - if the student has breached the Standard terms and conditions and action should be taken under the Behaviour procedure for unsatisfactory behaviour
 - a change to student's placement is required
 - to notify EQI that the school can no longer provide homestay for student (see the Accommodation and welfare procedure)
 - the homestay provider's registration should be suspended or cancelled (see Suspension and cancellation of homestay provider).

9. Suspension and cancellation of registration as a homestay provider

School principal

- 9.1 notify school staff that a homestay provider's registration is suspended or cancelled
- 9.2 direct school staff to move student placed with a homestay provider whose registration is suspended or cancelled
- 9.3 for a suspension:
 - direct school staff to investigate further and report their findings with a recommendation for further action (cancellation, reinstatement, working with the homestay provider to remedy a breach)
 - decide what further action will be taken, based on recommendation/s from School staff
 - decide whether a student should be returned to a homestay where a homestay provider's registration is reinstated.

School staff

- 9.4 notify homestay provider that their registration is suspended or cancelled
- 9.5 follow direction of school principal to relocate student, if required
- 9.6 investigate and report findings to school principal, regarding a suspended registration, with a recommendation for further action (cancellation, reinstatement, working with the homestay provider to remedy a breach)
- 9.7 action school principal's decision regarding a homestay provider's suspended registration:
 - for cancellation, see Exiting homestay provider procedure
 - for reinstatement, amend Homestay register and notify the homestay provider
 - work with homestay provider to remedy breach and report to school principal with a recommendation for further action
- 9.8 notify homestay provider, student and student's parent/agent of school principal decision regarding whether student can return to the homestay
- 9.9 facilitate return of the student to homestay, if required.

10. Moving a student – change of placement

School staff

- 10.1 refer to Accommodation and welfare procedure if:
 - if a student requests to change living arrangements (i.e. from the homestay program into the care of a parent or relative approved by the Commonwealth Government department responsible for immigration)
 - the school may no longer be willing or able to provide homestay for the student.
- 10.2 provide at least two weeks' notice to homestay provider, student and parent/agent for change of placement initiated by the school or EQI (except where an emergency placement is required)
- 10.3 see Initial placement of student with homestay provider procedure for steps required to place student with homestay provider
- 10.4 if a permanent change of placement is required but cannot be confirmed, attempt to make a temporary placement
- 10.5 if a homestay provider requests to temporarily move a student:
 - ascertain the dates and reason for temporary change request
 - find a temporary placement for the student, unless the student is relocating to live with a parent or approved relative
- 10.6 if a temporary placement is confirmed:
 - notify school principal, EQI, parent/agent
 - assist student to move their belongings to the temporary homestay
- 10.7 if a suitable temporary placement cannot be organised, arrange a short-term emergency placement if required.

11. Emergency placement

School staff

- 11.1 discuss placement changes with school principal and seek approval, an immediate change of placement, if:
- there is an allegation or concern that the student may be at risk of harm
 - there is an emergency situation or a critical incident has occurred
 - there is a serious breach of the Terms and conditions for homestay providers or the DE International Risk management strategy for homestays and short term cultural exchanges
 - it is discovered that a homestay provider has provided false or misleading information, or failed to disclose relevant information on the Homestay provider application form and as a consequence, an immediate change of placement is required
- 11.2 refer to Accommodation and welfare procedure for managing changes to welfare arrangements:
- if a student requests to change living arrangements (i.e. from the homestay program into the care of a parent or relative approved by the Commonwealth Government department responsible for immigration)
 - the school may no longer be willing or able to provide homestay for the student.
- 11.3 endeavour to find a temporary or permanent placement for the student, depending on the situation (see Initial placement of student with homestay provider)
- 11.4 where temporary placement cannot be confirmed, arrange emergency placement with an approved homestay provider
- 11.5 if emergency placement with an approved homestay provider cannot be confirmed and there are no other safe and appropriate alternatives, seek approval from school principal to place student with an emergency homestay assistance provider or a school based employee
- 11.6 assist student to move their belongings and transport to their new homestay
- 11.7 where an emergency placement cannot be confirmed, contact EQI staff for assistance.

Definitions

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| Agent | Education agent registered with EQI to recruit students for EQI programs. |
| EQI | Education Queensland International and employees of EQI. |
| Homestay | Overseas student accommodation arranged by EQI schools; where EQI is responsible for the welfare of the student at all times, including outside school hours. |
| Homestay provider | Homestay provider approved by EQI school to host overseas students in their home. |
| Homestay student | Overseas student in the EQI homestay program where EQI is responsible for the welfare of the student at all times, including outside school hours. |

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|------------------|---|
| OneSchool | <p>OneSchool—a comprehensive program to help Queensland State Schools manage key teaching and school administrative activities. Its features cover a wide range of school operations:</p> <ul style="list-style-type: none"> • student management and student analytics • curriculum planning and learning • finance and asset management • resource management • performance • analysis and reporting. |
| Overseas student | Student in Australia on visa subclass 500 (schools sector). |
| School | Queensland state schools accredited by EQI to deliver international student programs. |
| School staff | Employees of EQI schools, for example – International student coordinator, Homestay coordinator, Head of department, Deputy principal, Principal. |
| Student | Overseas student enrolled in an EQI registered course. |

Legislation

- *Education Services for Overseas Students Act 2000*
- *National Code of Practice for Providers of Education and Training to Overseas Students 2018*

Delegations/Authorisations

- Nil.

Related policies

- [Accommodation and welfare policy](#)
- [Behaviour management policy](#)
- [Transfer policy](#)

Related procedures

- [Behaviour management procedure](#)
- [Exiting homestay provider procedure](#)
- [Incident management procedure](#)
- [Initial placement of student with homestay provider procedure](#)
- [Information asset and recordkeeping procedure](#)

- [Recruit, assess, approve and on-board homestay provider procedure](#)
- [Student protection procedure](#)
- [Standard terms and conditions](#)
- [Student arrival and orientation procedure](#)
- [Transfer procedure](#)

Guidelines

- [Student protection guidelines](#)

Supporting information/websites

- [Arrival details form](#)
- [Blue Card Services forms](#)
- Confirmation of Appropriate Accommodation and Welfare (CAAW) letter template
- [DE International Risk management strategy for homestays and short term cultural exchanges](#)
- [Education providers approving welfare arrangements](#)
- [Homestay family profile](#)
- [Homestay handbook](#)
- [Homestay provider application form](#)
- [Homestay checklist – ongoing monitoring](#)
- [Homestay provider – further information required letter](#)
- [Initial homestay approval checklist](#)
- [Information management](#)
- [Information Sheet Homestay Providers, Adult Residents and the Working with Children \(Risk Management and Screening\) Act 2000](#)
- [PRISMS User guide](#)
- [Standard terms and conditions](#)
- [Supporting students' mental health and wellbeing](#)
- [Travel and activities form](#)
- [Terms and conditions for homestay providers](#)
- [Homestay provider application acceptance letter](#)
- Statement by a supplier form
- Supplier master data maintenance form
- [Welfare arrangements for students under 18](#)



Contact

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Superseded versions

Nil.

