



## ACCOMMODATION AND WELFARE POLICY

### Care for younger students under 18 years

Heights College is a CRICOS-registered provider that enrolls younger students under 18 years of age.

As part of its registration obligations Heights College must satisfy Commonwealth and state legislation, as well as any other regulatory requirements, relating to child welfare and protection for any overseas student enrolled who is under 18 years of age.

These obligations include ensuring that all overseas students under 18 years of age are given age-and culturally-appropriate information on:

1. who to contact in emergency situations, including contact number/s of a nominated staff member, and
2. how to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse.

Heights College has documented procedures relating to child welfare and safety, and will implement these procedures in the event that there are any concerns for the welfare of a student under 18 years of age.

### **Accommodation and care options for overseas students under 18 years -**

Heights College approves the following accommodation and care options for overseas students:

#### **1. The student will live with a parent or relative approved by the Department of Immigration:**

In this case:

- The School does **not** provide a welfare letter (CAAW) via PRISMS. The student's family completes Form 157N and provides proof of relationship to Department of Immigration at the time of visa application for approval of these arrangements. The Department of Immigration must also approve any further change of welfare arrangements.
- If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a Student guardian Visa (subclass 590), all obligations and conditions of this visa must be met, including:
  - not leaving Australia without the nominating student unless there are compassionate and compelling circumstances and the School has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence, and
  - advising the Department of Immigration of any change of address, passport or other changes of circumstances.

Heights College requires holders of Student Guardian Visas to:

- maintain Overseas Visitor Health Cover for themselves and any dependent children living with them in Australia
- immediately advise the School of any change to address or contact details
- immediately advise the School if there are any compassionate or compelling reasons to travel overseas or not be at home for an extended period of time to care for the student.

If there is a valid reason for travelling overseas, and the School is able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder's absence, the School will provide documentation approving temporary care arrangements for the student to the student's guardian and for the Department of Immigration via PRISMS.

If there is not a valid reason for travelling overseas, or if the School is not able to approve alternative accommodation and care arrangements for the student for the period of student guardian visa holder's absence, the student will need to travel overseas with the holder of the student guardian visa. In this case, the School will advise if compulsory attendance requirements will or will not be affected by the student's absence.

**2. The student will live in school-approved accommodation and welfare arrangements and Heights College will generate the welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE):**

Accommodation options that may be approved by Heights College for full fee paying 500 (formerly 571) visa subclass students under 18 years of age include:

- Homestay Program. Please see Additional Information, below.
- Private accommodation and care arrangements requested by the parent but approved by the School which meet all requirements under relevant state and commonwealth legislation.

Heights College will maintain approval of accommodation and care arrangements until:

- the student completes the course and departs Australia
- the student turns 18 years
- any appeals processes in relation to Heights College's intentions to cancel the student's enrolment has been finalised (including suspensions, cancellations, course progress and attendance)
- the student has alternative welfare arrangements approved by another registered provider
- a parent or nominated relative approved by the Department of Immigration assumes care of the student
- Heights College has notified the Department of Immigration that it is no longer able to approve the student's welfare arrangements and has taken the required action after not being able to contact the student.

Any accommodation, welfare and other support arrangements for the student must be approved by Heights College, including arrangements provided by third parties.

Accommodation and care arrangements are checked prior to approval and at least every six months thereafter to ensure they are appropriate to the student's age and needs.

Any adults involved in or providing accommodation and welfare arrangements to the student have a blue card as appropriate (<https://www.bluecard.qld.gov.au/>).

Any changes to approved arrangements must also be approved by the School. This includes any requests by students under 18 years of age to attend "Schoolies Week" on completion of Year 12.]

If a student cannot be located and the School has concerns for his/her welfare, the School will contact the student's parents / legal guardian and notify the police and any other relevant authorities.

If a student for whom the School has issued a CAAW refuses to maintain approved arrangements, the School will report this to the Department of Immigration and advise the student to contact the Department of Immigration to ensure visa implications are understood. (See Department of Immigration office addresses at: <http://www.border.gov.au/about/contact/offices-locations/australia>).

In the event of a significant or critical welfare issue involving the student, and if determined necessary by the school, a parent, legal guardian or approved relative agrees to travel to a designated location within 10 days to assume care of the student until the situation has been resolved to the school's satisfaction.

If a parent / nominated guardian wishes to assume welfare responsibility, the parent / nominated guardian must notify the school as soon as practicable of their intentions and must provide the school with written evidence of a guardian visa grant.

**For School vacation periods, students under 18 years of age for whom Heights College has issued a CAAW will:**

- i) return home to parents, or
- ii) continue to live in / is placed in Homestay arranged and approved by the school, or
- iii) apply for approval to spend the vacation with relatives or a friend's family, or

- iv) apply to attend a supervised excursion, camp, etc., if all requirements are met in order to attain school approval.

**Accommodation options for students 18 years and older include:**

- i) Student continues to live in / is placed in Homestay, details of which are recorded by the School
- ii) Private accommodation and care arrangements requested by the parent but approved by the School, which meet all requirements under relevant state and commonwealth legislation.

**For School vacation periods, the following accommodation options are available to students 18 years or older:**

- i) Student returns home to parents
- ii) Student continues to live in / is placed in Homestay, details of which are recorded by the School
- iii) Student may spend vacation with friend's family or relatives, provided details are given
- iv) Student may attend a supervised excursion, camp, etc., provided details are given

**Homestay / private accommodation arrangements at Heights College:**

The Homestay and private accommodation arrangements approved by Heights College meet Queensland legislative requirements for child protection as well as Standard 5 of the 2018 National Code of Practice for Providers of Education and Training to Overseas Students.

These include

- i) Continuous dates for approved welfare arrangements
- ii) Documented procedures for checking suitability of accommodation, support and general welfare arrangements before a student is placed in an approved arrangement, and at least every six months thereafter, covering:
- iii) Guidelines for selecting, screening and monitoring each family and ensuring the family can provide age appropriate care and facilities for the duration of the student's enrolment at the school
- iv) Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services
- v) Orientation program for families new to provision of homestay services
- vi) Compliant Homestay risk management strategy, reviewed annually, undertaken by school / operator of the homestay program
- vii) Blue cards as required for adults living in the homestay / private arrangement, other than overseas students, or who otherwise have regular contact with the student.

The following staff members are responsible for reviewing and updating the School accommodation and welfare policy and documents:

Business Manager / Registrar

This policy should be checked and updated whenever there is a change in regulations about NC Standard 5, in Department of Immigration regulations, or when existing policies need to be adapted or strengthened.

(Policy last updated on 1 June 2018)