



# HOMESTAY POLICY

Version:	Approved by:	Approval Date:	Effective Date:	Next Review:	
1	UOWCA General Manager	5 April 2024	5 April 2024	5 April 2027	
Policy Custodian:	Manager Admissions, Homestay and Study Tours		Document No:	UOWC-SS-POL-131	
Purpose:	This Policy outlines the following: <ol style="list-style-type: none"><li>Processes and expectations that apply to all Students, Staff and Homestay Hosts in relation to the provision and management of the UOW College Australia's (UOWCA) Homestay program.</li><li>Processes related to the accommodation, support, general welfare for International students under the age of eighteen (18) who have obtained a CAAW (Confirmation of Appropriate Accommodation and Welfare) from UOWCA.</li></ol>				
Scope:	<b>UOWGE</b> ✓	<b>UOWCA</b> ✓	<b>UOWD</b>	<b>UOWCAK</b>	<b>UOWMKDU</b>
	This Policy applies to all Staff, Homestay Hosts and Students of the UOWCA Homestay Program. This Policy is to be read in conjunction with the <i>Homestay Hosts Terms and Conditions and Student Terms and Conditions</i> . Students who are enrolled with alternative educational providers while participating in the UOWCA Homestay Program will be managed according to the applicable agreement established with the respective provider.				
Related Documents:	Academic Integrity and Student Conduct Policy Assessment of Host Family and Accommodation Inspection Procedure Fees and Refunds Policy General Delegations of Authority Policy UOWC Ltd Homestay Fees and Refunds Procedure Incident Management Policy Privacy Policy Records Management Policy Student Grievance and Appeals Policy Under 18 International Homestay Student – Travel application Form Under 18 International Student Welfare Procedure UOW Student Conduct Rules				



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	<p>UOWCA Expectations of Under 18 CAAW Form</p> <p>UOW College Homestay Host Caregiver Declaration Form</p> <p>UOWCA Homestay Host Family Terms and Conditions</p> <p>UOWCA Homestay Student Terms and Conditions</p>
<b>References and Legislation:</b>	<p><i>National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students</i></p> <p><i>NEAS Quality Assurance Framework</i></p> <p><i>Working with Children's Check (WWCC)</i></p>



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## 1. Definitions

Word/Term/Acronym:	Definition:
<b>Active Student</b>	A current Student residing in Homestay accommodation.
<b>Agent</b>	An external entity that, through a formal agreement with the Student, acts on their behalf in matters pertaining to their application for utilising the UOWCA Homestay program.
<b>Critical Incident</b>	<p>A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. Critical Incidents include, but are not limited to, the following:</p> <ol style="list-style-type: none"><li>1. Death;</li><li>2. Serious injury or illness;</li><li>3. Hospitalisation;</li><li>4. Public Health Alert;</li><li>5. Urgent mental or psychological health issue;</li><li>6. Emergency medical evacuation;</li><li>7. Missing person;</li><li>8. Arrest;</li><li>9. Suicide attempt;</li><li>10. Perpetrating or being the victim of a crime related incident (e.g. Assault, sexual assault, robbery);</li><li>11. Any alleged sexual, physical or other abuse perpetrated against overseas students under eighteen (18) years of age;</li><li>12. Reputational threat to UOW, UOWGE or UOWCA;</li><li>13. External disaster;</li><li>14. Minor incidents with the potential to imminently escalate; or</li><li>15. Incidents that may cause physical or psychological harm.</li></ol>
<b>Documentary Evidence</b>	<p>Documentary evidence must indicate the following information:</p> <ol style="list-style-type: none"><li>1. The name of the Student which matches the name on their applicable education provider record;</li></ol>



	<ol style="list-style-type: none"><li>2. The date the certificate, Professional Authority Form or document was completed and signed;</li><li>3. For a Medical Certificate or a Professional Authority Form, the health practitioner's details as below:<ol style="list-style-type: none"><li>a. The Medicare provider number (for eligible health professionals recognised for Medicare services);</li><li>b. The AHPRA Practitioner Registration number or ARCAP Register Number (for Social Workers and Counsellors);</li><li>c. Telephone contact and address details of the health practitioner; and</li><li>d. Severity and impact on ability to complete an assessment /exam.</li></ol></li><li>4. The start and end date for which the Student's circumstances are covered by the Documentary Evidence, and which match the Student's request for relocation; and</li><li>5. Any additional information which may assist the Student in obtaining relocation request such as how the circumstances have affected the Student's ability to study.</li></ol>
<b>Homestay</b>	Supported and supervised in-home accommodation offered for the purpose of housing domestic and international Students. The Homestay environment supports an immersive cultural and language experience within a safe and supportive environment.
<b>Homestay Hosts</b>	Any person appointed by UOWCA to provide Homestay accommodation for the purpose of housing Students.
<b>Nominated Welfare Period</b>	The period for which UOWCA has taken on responsibility for approving arrangements for the Student's accommodation, support and general welfare.
<b>Non-Active Student</b>	A Student that previously resided in Homestay accommodation.
<b>Registered Medical Practitioner</b>	A medically qualified person registered with the Australian Health Practitioner Registration Agency (AHPRA) as a Medical Practitioner to practice in Australia.



<b>Settling in Period</b>	The first two (2) weeks which a Student is staying with a new Homestay Host.
<b>Staff</b>	Any person engaged or appointed by UOWCA or UOW to perform work (whether on a full-time, part-time, or casual basis) including employees, contractors, and agents.
<b>Student</b>	<p>Any person who is:</p> <ol style="list-style-type: none"><li>1. Enrolled in any course or program offer at, or in conjunction with but not limited to, UOWCA, UOW, TAFE NSW or The Illawarra Grammar School; or</li><li>2. A Visitor using the Homestay program such as: Professors, Research assistants, Supervising Agents, Teachers, Nurses, Study Abroad, Musicians, Community groups.</li></ol> <p>Visitors will be referred to as a Student in this Policy. For Vocational courses, this may be referred to as a Learner.</p>
<b>Temporary Relocation Homestay Hosts</b>	Any person appointed by UOWCA to provide temporary Homestay accommodation for the purpose of housing Students.

## 2. Principles

- 2.1. UOWCA aims to provide:
1. A program that is designed to connect Students with local families;
  2. A team who provides support to both Homestay Hosts and Students throughout the application process, recruitment and placement;
  3. A program that provides personalised accommodation options, ensuring tailored arrangements to meet individual needs, within a safe and supportive environment for Students;
  4. Homestay Hosts who welcome Students into their homes and encourage them to experience life as a member of their family; and
  5. Students who are respectful in the Homestay home and leave a positive impression on their Homestay Hosts.

## 3. Obligations

### Homestay Hosts

- 3.1. Homestay Hosts must provide secure and supportive accommodation to Students using the Homestay program.
- 3.2. Information pertaining to the application, recruitment and approval processes for Homestay Hosts will adhere to the guidelines as outlined in the *Assessment of Host Family and Accommodation Inspection Procedure*.
- 3.3. Homestay Hosts must adhere to all provisions outlined in this Policy as well as all related documents listed within it. This includes all permanent and temporary residents under the age of eighteen (18) in the Homestay premises.
- 3.4. Homestay Hosts are required to provide UOWCA a voluntary WWCC clearance identification (ID) number for each household member(s) over the age of eighteen (18) or who turns eighteen (18).
- 3.5. Homestay Hosts are required to permit UOWCA to inspect the Homestay premises as often as necessary for UOWCA to ensure compliance with the UOWCA *Homestay Host Terms and Conditions* and any other legal or regulatory obligations. Refer to Clause 3.12 and Clause 3.13 for more information.
- 3.6. Homestay Hosts are not permitted to enter into a private arrangement with their Student at any time.

### Students

- 3.7. Students must respect the Homestay Hosts' environment.
- 3.8. Students must adhere to all provisions outlined in this Policy as well as all related documents listed within it.
- 3.9. Students are not permitted to enter into a private arrangement with their Homestay Hosts at any time.



- 3.10. Students who fail to comply with Clause 3.8, may be subject to the *Academic Integrity and Student Conduct Policy* and may be terminated from the Homestay program. In extreme circumstances the non-academic misconduct process may be instigated. This may lead to exclusion from the relevant education provider. In some cases, the matter may be referred to the Student's primary education provider.

### **UOWCA**

- 3.11. UOWCA will provide Homestay Hosts and Students all relevant documentation and information to support their Homestay experience.
- 3.12. UOWCA will visit and inspect all Homestay homes as required to ensure the standards are being met at a minimum of every six (6) months or whenever suitable in accordance with the Homestay Hosts' history, feedback, terms and conditions, UOWCA requirements and any regulatory or legislative requirements.
- 3.13. A Homestay audit will be conducted immediately where a concern has been raised by a Student under eighteen (18) years of age.
- 3.14. UOWCA will take reasonable steps to assist Homestay Hosts and Students in the event of an emergency or other incident.

## **4. Student Management**

### **Student Application and approval**

- 4.1. All applications, whether submitted directly to UOWCA or through Agents, group facilitators, or education providers, must undergo verification and obtain approval from UOWCA, with a minimum submission requirement of five (5) business days prior to the Student's intended arrival date.
- 4.2. Upon approval, UOWCA will communicate in writing to the prospective Homestay Student, detailing their approval status, relevant fees and payment information.
- 4.3. UOWCA will initiate the arrangement of Homestay accommodation for the Student with a maximum of two (2) options offered.
1. In exceptional circumstances, such as gender related issues, medical reasons or allergies, the Student may decline the two (2) offers without limitation. Where able, UOWCA will acknowledge and may accommodate such circumstances with more than two (2) options.

### **Placement requirements of a Student**

- 4.4. Students will be placed in a Homestay premises with a maximum of three (3) bedrooms with a limit of four (4) Students if it is in combination of a Short Stay Study Tour program at UOWCA. This includes Students that a Homestay Host is hosting via other Agencies or Homestay Providers.
- 4.5. Students are not permitted to share beds and are to be provided with their own bed which may consist of a single bed or a bunk bed or a trundle bed.
- 4.6. Students are not permitted to sleep on a mattress on the floor or a sofa without a proper mattress.





- 4.7. Students are to be placed in their own bedroom unless placement is made as a twin or triple placement at the request of all parties.
- 4.8. No mixed Student genders are permitted in the premises if the Students are under eighteen (18) years of age unless the Students are relatives or an exception at the request of the Student's parents, guardians or education providers.
- 4.9. Whilst UOWCA will endeavour to provide the choice of accommodation style (twin/triple/single share) as requested, it may not always be possible to do so.
- 4.10. UOWCA reserves the right to substitute accommodation styles where necessary. For Fees and Refund information, refer to the *Homestay Fees and Refund Procedure* for more information.

### **Students arriving on a CAAW**

- 4.11. Students arriving on a CAAW must adhere to the *Under 18 International Student Welfare Procedure*.
- 4.12. All Students under the age of eighteen (18) are required to complete the *UOWCA Expectations of Under 18 CAAW Form*, including obtaining their legal guardian's signature.
- 4.13. Homestay Hosts are required to complete the *UOW College Homestay Host Caregiver fixed Declaration Form*.
- 4.14. All Students arriving on a CAAW must organise an airport transfer prior to their arrival with UOW airport pickup or UOWCA.

### **Unsuitable or Declined Prospective Students**

- 4.15. UOWCA reserves the right to deem prospective Student applications as unsuitable if UOWCA cannot fulfil the requested requirements. These requirements include, but are not limited to, specific dietary needs and accompanying family members.
- 4.16. Prospective Student applications may be declined in the event that the Homestay Program has reached its maximum capacity.
- 4.17. UOWCA will communicate in writing to Students whose applications are deemed to be unsuitable and Students whose applications have been declined, providing relevant fees and refund information.
- 4.18. Prospective Students whose applications have been deemed unsuitable or declined are welcome to reapply in the future.

### **Arrival of Students**

- 4.19. Homestay Hosts are required to notify UOWCA of the arrival of the Student by the following business day.
- 4.20. Homestay Hosts are required to notify UOWCA immediately if the Student does not arrive on the pre-advised arrival date.
- 4.21. UOWCA will provide Students with specific orientation information and seek feedback through surveys.



- 4.22. UOWCA will provide Homestay Hosts the opportunity to provide feedback on their initial hosting experience.

### **Changes or Delays for Pre-arrival Students**

- 4.23. If a Student is unable to arrive by their intended start date due to a visa delay or course change, the Student may defer their placement until a visa approval is granted, or the course is rescheduled.
- 4.24. Students will not incur additional fees for changes outlined in Clause 4.23, provided that UOWCA is advised in writing of any changes at a minimum of three (3) business days prior to arrival. All fees will be transferred to the new placement.
- 4.25. If UOWCA is not advised in writing of these changes as per Clause 4.24, the Student may be required to pay an additional placement fee and two (2) weeks' Homestay accommodation fees.
- 4.26. If a Homestay placement has been confirmed and a Student is unable to arrive by their intended start date, UOWCA cannot guarantee the same Homestay placement will be able to accommodate the Student for their new dates.
- 4.27. A new placement may be arranged once the Student's visa is approved, and the new arrival details are confirmed.
- 4.28. All other changes or delays will be subject to the same notice periods and penalties as detailed in this Policy.

### **Room Holding**

- 4.29. UOWCA offers Students the option to hold their room while they go on holiday.
- 4.30. The room will not be used for other purposes or by another person whilst the Student is away. Refer to the *Homestay Fees and Refund Procedure* for more information.

## **5. Relocation**

- 5.1. UOWCA will make every effort to accommodate relocation requests from a Homestay Host or a Student for the following circumstances:
1. Allergies;
  2. Medical reasons;
  3. Homestay Host requests;
  4. Placement Breakdown; or
  5. Homestay Host or Student breaches this Policy, Terms and Conditions or related document.
- 5.2. A Student must submit Documentary Evidence from a Registered Medical Practitioner to UOWCA for all relocation requests based on Clause 5.1.1 and Clause 5.1.2.
- 5.3. UOWCA will relocate a Student from a Homestay placement at its sole discretion where living arrangements are deemed by UOWCA to be unsuitable for any reason.

- 5.4. All Critical Incident relocation requests will be immediately relocated within the Homestay program or emergency accommodation.
- 5.5. Students under eighteen (18) years of age are not permitted to relocate from their Homestay placement without consultation with UOWCA. These changes must be approved by the Student's primary education provider.
- 5.6. UOWCA cannot guarantee that a relocation will be possible as it is subject to availability.
- 5.7. Relocation of a Student to a Temporary Homestay Host is managed by UOWCA on a case-by-case basis.
- 5.8. For more information about relocation associated fees and refunds, refer to the *Homestay Fees and Refund Procedure*.

## **6. Termination and Withdrawal**

- 6.1. UOWCA may terminate a Homestay placement (before or after commencement) immediately by notice if the Homestay Host or Student responsibilities and/or obligations as outlined in this Policy or other related documents have not been met.
- 6.2. UOWCA reserves the right to terminate a placement at its sole discretion if there are reasonable grounds to deem it necessary.
- 6.3. A placement may be terminated based on, but not limited to:
  1. A medical or Critical Incident involving the Homestay Host and/or Student;
  2. A reason to believe the Student or Homestay Host may be at risk of harm (e.g. physically or emotionally);
  3. Suspected inappropriate behaviour impacting the wellbeing of the Student or Homestay Host; or
  4. A serious complaint involving the Student or Homestay Host or resident(s) of the Homestay Host premises.

### **Homestay Hosts**

- 6.4. Homestay Hosts identified as consistently receiving complaints, encountering Critical Incidents or accepting funds directly from Students will be terminated from the Homestay Program and ineligible to Host in the future.
- 6.5. Homestay Hosts must notify UOWCA by email of their intention to withdraw from Hosting a Student.
- 6.6. UOWCA will acknowledge such a request and update the Homestay Host's records in the database. The following notice must be given:
  1. No notice is required if the Homestay Host has no Active Homestay Student; or
  2. Two (2) weeks' notice if the Homestay Host has an Active Student (extenuating circumstances will be considered).



## **Students**

- 6.7. Students identified as consistently receiving complaints or encountering Critical Incidents will be terminated from the Homestay Program and will not be eligible to participate in the UOWCA Homestay Program in the future.
  1. CAAW Students may be terminated in accordance with the *Under 18 International Student Welfare Procedure*.
- 6.8. Students must inform UOWCA and the Homestay Host of their intent to withdraw from the Homestay Program, providing a minimum of two (2) weeks' notice or payment in lieu.
- 6.9. Students must vacate the Homestay premises within the two (2) weeks' notice period. This is not applicable for the "Settling in period."
- 6.10. For all withdrawal fees and refunds, refer to *Homestay Fees and Refund Procedure*.

## **7. Financial Terms and Conditions**

- 7.1. Homestay Hosts and Students are obligated to adhere to the fees and payment terms detailed in the *Homestay Fees and Refund Procedure*, along with all related documents.

## **8. UOWCA Support Framework**

### **Illness**

- 8.1. Homestay Hosts must assist the Student in seeking medical assistance and notify UOWCA of any appointments for the Student.
- 8.2. Students and Homestay Hosts must follow medical advice, local health recommendations and notify UOWCA as soon as possible.
- 8.3. A transmission of illness may occur in a variety of circumstances and despite the best efforts and precautions taken, UOWCA cannot be held liable if a Student, Homestay Host or a resident (temporary or permanent) of the Homestay Host premises is exposed to illness during a placement.

### **International Student Welfare- Under the age of eighteen (18)**

- 8.4. UOWCA must ensure compliance with the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Student*.
- 8.5. All UOWCA staff are to refer to the *Under 18 International Student Welfare Procedure* for processes related to the provision of accommodation, support and general welfare of international Students under the age of eighteen (18), including specific processes for those Students under the age of eighteen (18) for whom UOWCA has agreed to take on responsibility under the Migration Regulations for approving the accommodation, support and general welfare arrangements.

### **Critical Incident and Support Services**

- 8.6. All Critical Incidents that directly involve a Student enrolled in a UOWCA or UOW course whether on or off campus, or a Student under the age of eighteen (18) years of age where UOWCA has taken responsibility for the Student welfare are managed in accordance with the UOWCA *Incident Management Policy*.
- 8.7. UOWCA provides Homestay Hosts and Students with 24-hour crisis/emergency numbers and all relevant contact information on arrival.

### **Personal Relationships between a Student and Homestay Host**

- 8.8. Homestay Hosts must not have or attempt to have a sexual or romantic relationship with a Student.

### **Sexual Harassment and Sexual Harm Incidents**

- 8.9. UOWCA is committed to promoting appropriate standards of conduct in order to provide a safe and respectful community free from all forms of unwanted sexual behaviours and harassment, including Sexual Harassment.
- 8.10. UOWCA does not accept and will not tolerate the following behaviour:
1. Sexual Harm, Sexual Harassment, Vexatious Action or Retaliatory Action as defined in the *Sexual Harm Response and Sexual Harassment Prevention Policy*;
  2. Behaviour which induces another person to carry out Sexual Harm, Sexual Harassment, Vexatious Action or Retaliatory Action; and
  3. Victimisation in relation to an individual's involvement in incidents of Sexual Harassment.
- 8.11. Staff or Students or Homestay Hosts must not engage in behaviour as described in Clause 8.10 of this Policy.
- 8.12. UOWCA prohibits Sexual Harassment, Sexual Harm or abuse of any Student under the care and supervision of UOWCA and its Homestay Hosts.
- 8.13. Incidents relating to Sexual Harm or Sexual Harassment will be managed in accordance with UOWCA *Incident Management Policy* and UOWCA *Sexual Harm Response and Sexual Harassment Prevention Policy*.
- 8.14. UOWCA strongly encourages the reporting of behaviour as described in Clause 8.10 of this Policy.
- 8.15. Homestay Hosts are required to review the *Sexual Harm Response and Sexual Harassment Prevention Policy* for guidance on their responsibilities and obligations pertaining to reporting.

## **9. Concerns, Feedback, Complaints or Disputes**

- 9.1. All Homestay Host and Student complaints, concerns and disputes will be managed by UOWCA via email [homestay-enquiries@uow.edu.au](mailto:homestay-enquiries@uow.edu.au).

- 9.2. UOWCA will investigate and respond within fourteen (14) business days. All Critical Incidents will be investigated immediately.
- 9.3. Homestay Hosts or Students who are not satisfied with the outcome, can request this to be escalated to the relevant Delegated Authority.
- 9.4. All Feedback is to be provided to UOWCA via [homestay-enquiries@uow.edu.au](mailto:homestay-enquiries@uow.edu.au).
- 9.5. UOWCA is responsible for ensuring all Homestay Hosts and Students have the contact details for complaints and/or concerns about any aspect of the Homestay experience.

## 10. Record keeping, Privacy and Confidentiality

- 10.1. All individuals defined in the scope of this Policy are obliged to keep records in line with preserving confidentiality and respecting privacy in accordance with the UOWGE's *Privacy Policy* and other privacy legislation.
- 10.2. UOWCA will store, retain and dispose of records in accordance with GA-47-General retention and disposal authority: higher and further education and UOWGE's *Record Management Policy*.
- 10.3. Non-identifying information will be used by UOWCA to monitor trends, and design marketing campaigns.

## 11. Breach of this Policy

- 11.1. Homestay Hosts and Students must adhere to this Policy and all related documents, at all times.
- 11.2. Any breach of the related documents defined in this Policy constitutes a breach of this Policy.
- 11.3. This Policy and all related documents in this Policy are updated from time to time.

## 12. Change History

Version	Approved By	Date Effective	Amendment
1	UOWCA General Manager	05/04/2024	New Policy Implemented.