



International Students

Welfare and Accommodation Policy

International students attending Ivanhoe Girls' Grammar School must comply with the School's Welfare and Accommodation requirements.

PROCEDURES

Welfare Options

When a student who is under 18 years of age applies to study in Australia there are three options available to ensure the student's welfare:

1. the student's parent may accompany the student whilst studying by obtaining a Student Guardian Visa
2. the student's parents may appoint a nominated relative to look after the student whilst studying (conditions on Department of Immigration and Citizenship website: www.immi.gov.au)
3. the School may agree to approve the student welfare arrangements by completing the Confirmation of Approval Arrangements Welfare (CAAW) letter at the time of completing the Confirmation of Enrolment form.

Options 1 and 2 are arranged by the student's family when applying for the Student Visa.

Ivanhoe Girls' Grammar School will consider enrolments only when the following welfare options are in place:

- Primary years with Option 1
- Lower Secondary Years 7 – 9 with Option 1 or 2
- Upper Secondary Years 10 – 12 with any of the three Options.

Changes in Welfare Arrangements

If the student's family wishes to change the welfare arrangements, the School must be notified in writing by the parents prior to the change being made and the School must agree to the change before it is implemented. This would apply when a family member has previously been responsible for the student's welfare and now request that the School takes over that responsibility or the reverse of this. The Department of Immigration would be notified of such changes by the Director of Admissions.

Guardianship and Accommodation

All students, **regardless of age**, must stay in accommodation approved by the School and have a guardian whilst they attend the School.

Students are not permitted to live alone or only with other students.

Should the School become aware that a student is no longer living in approved accommodation whilst attending the School a number of steps would be followed:

- the Director of Admissions and / or International Student Coordinator would in the first instance contact the student's guardian and parents to discuss the situation and revisit the School's requirements regarding approved homestays
- the Director of Admissions and / or International Student Coordinator would meet with the student to offer alternate approved homestays. This process would include taking the student to visit various homestays until one acceptable to both the School and the student is found
- if mutual agreement about a suitable, approved homestay cannot be achieved an interview would be arranged with the Principal to determine future options
- should the student refuse to relocate to any of the approved homestay options offered, parents and the guardian would be notified and consideration then would be given to terminating the student's enrolment
- DIBP would be notified should the School no longer agree to maintain welfare responsibility
- should the student disagree with the School's determination the relevant sections of the Complaints and Appeals process would be available

School Approved Welfare Arrangements

When the School agrees to take on welfare responsibility for a student the School will consider the dates for taking on that responsibility.

Commencing Welfare Responsibility

- For a student coming directly to the School from overseas, the welfare responsibility will commence one week before the student commences at the School.
- For a student attending an ELICOS program prior to commencing at the School, the Director of Admissions will contact the ELICOS provider to ascertain their dates for ceasing welfare responsibility to ensure that there are no gaps in the welfare responsibility for the student.
- If the ELICOS welfare responsibility expires within 3 weeks of the student commences at the School Ivanhoe Girls' Grammar will commence their responsibility when the ELICOS welfare expires.
- If the ELICOS welfare responsibility expires more than 3 weeks before the student is to commence at the School, the School would meet with the student to ascertain their plans for the break between courses. It has been the experience of the School that often students in this situation return home for a break before commencement at the School. In this case welfare responsibility would commence a week before the student commences at the School.
- If a student has a gap longer than 3 weeks between ELICOS and commencement at the School and is not intending to return home, Ivanhoe Girls' Grammar School will not accept responsibility for the gap between courses

Cessation of Welfare Responsibility

- In most cases our students turn 18 years of age before they finish their studies at the School and thus welfare responsibility end on their 18th birthday.
- Should a student still be under 18 when she has completed her studies the School will continue welfare responsibility until mid-December of the final year (Year 12).
- In some cases, after discussion with the student and her parents, the School may, at its discretion, extend its welfare responsibility until the end date of the student's visa in mid-March of the following year, provided the parents and student undertake to maintain the School's guardianship and homestay arrangements until the student turns 18 or is enrolled at a tertiary provider which will take over welfare responsibility. The School will continue on-going contact with the homestay provider and guardian to ensure the student's safety and well-being during this time.

Guardianship

The School uses the services of International Student Alliance to provide guardianship for students (www.isa.com.au) should the parents request such a service. The current cost of this service is \$1,800 per year.

Some students may wish to maintain the arrangements that are in place with Guardianship Services Australia. (These arrangements would have commenced when the student was attending the ELICOS program.

Homestay

Friends of the family or relatives may be recommended by the family and thus appointed guardian and or homestay provider by the School provided they meet the following criteria:

- over 21 years of age
- be of good character as evidenced by a current Working With Children check
- be either a permanent resident, citizen or have a visa that allows him/her to remain in Australia for the duration of the student's visa or until the student turns 18.

In most cases the School uses the services of a homestay provider service to place students in suitable accommodation.

Homestay Agency Arrangements

- Homestay placements are made through Student Accommodation Services (SAS) (www.studentaccomm.com.au).
- Student Accommodation Services (SAS) is independent from the school and has provided homestay placements for the School for over ten years. Further information is available on their website: www.student-accommodation.com.au
- SAS applied for and was granted International Quality Management Standard. This is ongoing and is monitored annually.
- All host families are screened and visited by the staff of SAS.
- The host and all persons over 18 years of age living in the household must have a current Working With Children Check.
- The host family and the home are assessed for suitability to be a homestay provider.
- All homestay providers are revisited over a 12 – 18 month period by SAS.
- The current cost is \$300 per week.

Homestay Placements

- Homestay placements for the students are arranged through Student Accommodation services (SAS). A profile of the student and her preferences for a homestay is sent to SAS and a match is sought from the homestays available. Should a student not be happy in a homestay, other placements may be sought from SAS, with the assistance of the Director of Admissions and International Student Coordinator.
- Placement Fees:
 - SAS charges a placement fee for each student. The School will meet the costs of the initial placement
 - should a student wish to change homestay provider and the necessary process has been followed, the School also will meet placement costs.

- SAS also provides, should it be requested, airport pick up and transport to the homestay.
- Holiday Accommodation:
 - the Director of Admissions together with the International Student Coordinator keeps a record of each student's holiday plans
 - when a student is living in a homestay arranged through SAS a holding fee of \$70 per week allows a student to continue to maintain her room and accommodation whilst she is away on holidays. In this case her room and belongings are kept as they are during term time
 - over the longer summer holidays arrangements may be made with a homestay provider to store belongings for a student whilst not maintaining sole use of the room. The Director of Admissions will assist the student to negotiate with the homestay provider to arrange this for a reduced cost.
- Homestay Complaint Resolution:
 - should a student have a complaint regarding a homestay placement the matter will be resolved according to procedures set out in the 'Homestay Complaint Resolution' document.
 - the International Student Coordinator is in contact with homestay providers either when particular issues arise or at least once each term as a monitoring call.
 - Maintaining Welfare Responsibility with Transfers and Complaints and Appeals Process.
- When a student has successfully applied to transfer to another school, Ivanhoe Girls' Grammar will liaise with the new school to ensure that responsibility is maintained until the new school takes over that responsibility, ensuring there are no gaps.
- In the case of a complaint being lodged by the student with the School, the School will ensure that the student continues to attend classes as required, that guardianship arrangements stay in place and that the student continues to live in an approved homestay whilst the complaint and any subsequent appeals are dealt with.
- In the case of a report being lodged with DIBP concerning attendance, satisfactory course progress or other matters, the School will ensure that all welfare responsibility arrangements remain in place until the matter is finalised.