



**MERCEDES
COLLEGE**

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**Compassion
Loyalty
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Mutual Respect**

National Code

Accommodation and Welfare Procedures and Guidelines for International students of Mercedes College.

This document provides the procedures and guidelines for accommodation, support, monitoring and risk prevention for all International Students.

Students under 18 years studying at Mercedes College and on a student visa must have their accommodation and welfare arrangements approved by Mercedes College in accordance with the requirements of the National Code 2018 and our legislative obligations in relation to child protection in South Australia.

Under 18 year old students living options are as follows:

- A parent or suitable relative approved by Department of Home Affairs
- or
- A Department of Human Services SA and Catholic Archdiocese of Adelaide cleared Mercedes College registered Homestay Host who meet the requirements set out in the Mercedes College Homestay guidelines brochure

Where the parents nominate No Homestay required on the enrolment form, Mercedes College will not issue a letter confirming appropriate arrangements have been made for the student's accommodation and guardianship.

Over 18 year old students living options are as follows:

- A parent or suitable relative who agrees to a Mercedes College memorandum of understanding
- A DHS and Catholic cleared Homestay Host approved by Mercedes College

Mercedes College has a responsibility to ensure that students aged over the age of 18 years and who are not being cared for in Australia by a relative have appropriate accommodation, support and welfare arrangements in place to monitor their safety and welfare.

Procedures for checking the suitability of the Homestay accommodation for International students

- Prospective Homestay parents will receive a Mercedes College Homestay guideline booklet and Home inspection visit from trained Mercedes College staff
- Mercedes College Homestay Family Registration Form
- Mercedes College Homestay responsibilities agreement to be signed
- DHS and Catholic Archdiocese of Adelaide clearance for all living in the house over the age of 14 years





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Prospective Homestay families are interviewed by the Coordinator of Student Welfare and Accommodation or Mercedes College Homestay Officer to assess their ability to manage behaviours of teenagers with cultural differences. It is expected that Homestay hosts are familiar with the Mercedes College Homestay guideline booklet, questions will be asked regarding College expectations.

The trained staff of the Homestay Office complete a Home Inspection form. The form indicates the conditions of facilities in the home and approx. dimensions of student bedrooms and communal rooms. Visual inspection of home for Health and Safety risk.

If DHS and Catholic Archdiocese clearance not be obtained then students under 18 or over 18 will be not be placed into the care of the prospective Homestay family.

Continual assessment of suitability of Homestay Hosts

- The Coordinator of Student Welfare and Accommodation is available to students and Homestay Hosts for ongoing guidance on a 24 hour basis. Students are encouraged to make contact at any time if they are uncertain or unhappy with Homestay accommodation or life in Australia
- The Coordinator of Student Welfare and Accommodation has an office connected to the dining area for International students for any time access or private interviews
- Informal contact is made with students during recess and lunch
- Twice per year formal private interviews are held with each student to talk about Homestay and living in Australia
- Coffee mornings are held each term for Homestay Hosts. This is an avenue for ongoing training and discussion about cultural diversity
- A newsletter from the Homestay Office is printed and sent out each term giving ongoing training and items of interest
- Homestay hosts are telephoned each term to offer support and to gain a quick report on the student's progress
- Each year Homestay hosts are required to write a formal report on each student to be given to the student's parents. This report is discussed with the student
- Informal Homestay events are organized throughout the year
- Homestay residences are visited at each renewal of the DHS and Catholic clearance process
- Homestay families are required to complete a personal information update sheet each term

Mercedes College will remove International Students from the Homestay home if Homestay hosts fail to comply with the Mercedes College Homestay Responsibilities Agreement.

If a student resides with a nominated relative as assessed by Department of Home Affairs, the College maintains contact via telephone, interviews and email and conversations with relative and student to satisfy suitability of approved accommodation and welfare of the student



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Change of Accommodation and Welfare Arrangements

Students wishing to change accommodation must :

- Have an interview with Coordinator of Student Welfare and Accommodation
- A transfer form must be completed
- Homestay profile of the new Homestay accommodation is sent to the student's parents
- Correspondence from student's parents giving their agreement for the change
- Coordinate all arrangements for the safe transfer of the student
- A change of accommodation fee may be charged
- PRISMS updated by the International Registrar's office

In the case that approval is not given by the Coordinator of Student Welfare and Accommodation, the reasons for non-approval will be communicated to the student and parents.

Where a student wishes to change their welfare and accommodation arrangements in order to live with a parent or a nominated suitable relative, the parents should submit all the necessary documentation to the Department of Home Affairs.

After visa verification, co-ordination of the change of living arrangements will be done by the staff of the Homestay Office.

Concerns regarding student under 18 years living with relative guardian

If Mercedes College becomes concerned about the accommodation of an International student, the College will execute a surprise visit.

- If Mercedes College staff believe the accommodation and welfare is unsatisfactory then Mercedes College staff will arrange immediate alternative temporary accommodation with a Department of Human Services and Catholic cleared registered Homestay host
- Department Of Home Affairs will be notified – student not well looked after
- Student will remain in registered Homestay until parents and education agent have arranged alternative accommodation with a suitable nominated relative in accordance with Department of Home Affairs requirements

Suspension, Termination or Cancellation of Student Enrolment

Where the student's enrolment is suspended, terminated or cancelled, Mercedes College will:

- Monitor student's welfare and accommodation until a new Provider takes over the welfare and accommodation responsibilities
- Monitor student's welfare and accommodation until suitable guardian arrangements are made that are acceptable to the Department of Home Affairs
- Confirm that parents will meet student at airport of home country
- The student is escorted to the International departure gate to leave Australia



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Until such time that the student transfers into the care of another provider, Mercedes College will:

- Maintain contact with the student's Education Agent
- Maintain contact with the student's Homestay family
- Obtain a copy of COE and CAAW letter from new provider
- Assist the student to return to their homeland if applicable
- Coordinate the transfer to the new Homestay if applicable

Non-approval of Accommodation and Welfare Arrangements

Students who change their living arrangements without approval of the Coordinator of Student Welfare and Accommodation and after discussion with student and parents continue to live unapproved, Mercedes College will notify PRISMS using the pro-forma 'Non-Approval of Accommodation /Welfare Arrangements.

Missing student under 18 years and over 18 years

The Coordinator of Student Welfare and Accommodation will file a report with the South Australian Police.

The Serious Incident and Critical Incident Management Plan for International Students will be enacted. Parents of student will be advised