Arts ACT-cover background.jpg[CC BY symbol](http://creativecommons.org/licenses/by/4.0/)

**OVERSEAS STUDENTS:**

**CARE, ACCOMMODATION and WELFARE PROCEDURE**

[CRICOS REGISTRATION 00643J]

CRICOS: Commonwealth Register of Institutions and Courses for Overseas Students

© Australian Capital Territory 2020. This work is licensed under a [Creative Commons Attribution 4.0 licence](http://creativecommons.org/licenses/by/4.0) and subject to the terms of the license including crediting the Australian Capital Territory Government as author and indicating if changes were made.

**Document No. [00096/1] Published June 2020**

OVERSEAS STUDENTS: CARE, ACCOMMODATION AND WELFARE PROCEDURE

This procedure must be read in conjunction with the *Overseas Students: Care, Accommodation and Welfare Policy*.

1. Overview
   1. This procedure guides accommodation, support and general welfare arrangements for overseas students enrolled in ACT public schools, particularly those under 18 years.
2. Rationale
   1. The grant of a visa subclass 500 (school sector) to a student under 18 years, by the Commonwealth Department of Home Affairs (DHA), requires evidence of adequate arrangements for care, accommodation and welfare (CAaW) for the time of the student’s stay or until 18 years of age.
   2. The ACT Education Directorate (Directorate) holds CAaW responsibility for overseas students who are in Homestay or the Family, Friends and Relatives Program (FFaRP). The minimum age for Homestay is 16 years. Those 18 years or older may be approved to live independently if specified criteria is met. Younger students (under 16 years) are with parents.
3. Procedure
   1. The enrolment application package gives overseas students and their parents clarity about CAaW options and requires a commitment as to with whom the student will live and how provision will be made for their welfare.
   2. Dates for which CAaW applies, and subsequent changes, are notified to the DHA.
   3. The International Education Unit (IEU) team registers families seeking to host overseas students. The process confirms all members of the household over 18 years have (and maintain) a current *Working with Vulnerable People* clearance and that premises meet the expected accommodation standard. Regular routine inspections are scheduled.
   4. The IEU team co-ordinates student placements in Homestay and FFaRP, monitors transition and facilitates roundtables to address any concerns (eg cultural adjustment) that arise.
   5. The IEU team communicates regularly with overseas students, their biological families and accommodation hosts to ensure care continuity, well-being and safety of individuals. This includes information forums, translated phone or email contact, 1:1 interviews, resource materials (eg checklists) and relevant community referrals (eg counselling).
   6. If welfare arrangements are disrupted, in particular for overseas students under 18 years, the IEU team negotiates alternative accommodation and care provision. This might include change of Homestay, joining extended family, staying in a motel (with approved adult supervision) or re-purposing of a shared facility for a limited time. As relevant, interagency or community co-operation is sought.
4. Contact
   1. The Executive Branch Manager Universal School Support is responsible for this procedure.
   2. For support, contact the IEU on (02) 6205 9178 or via email at [ieu@act.gov.au](mailto:ieu@act.gov.au).
5. Complaints
   1. Any concerns about the application of this procedure or the procedure itself, should be raised with:

* the IEU via email at [ieu@act.gov.au](mailto:ieu@act.gov.au) or by phone on (02) 6205 9178 in the first instance;
* the Family, Students Complaints and Feedback team on (02) 6205 5429;
* online at [www.education.act.gov.au/about-us/contact\_us](http://www.education.act.gov.au/about-us/contact_us).
* see also the [Complaints Policy](https://www.education.act.gov.au/publications_and_policies/corporate-policies/school-administration-and-management/complaints/complaints-policy) on the Directorate’s website.

1. References
   1. **Related Policies and Documents**

* *Overseas Students: Care, Accommodation and Welfare Policy*
* *Overseas Students: Guidelines for Students Holding Visa Subclass 500 (School Sector)*
* *Overseas Students: Accommodation Inspection Report*
* *Overseas Students: Homestay Registration and Placement Flowchart*
* *Overseas Students: Resolving Homestay Concerns Flowchart*