MISSION
Griffith University will develop and maintain a homestay service for International Students. This service will include International students being accepted into Australian families and homes for a fixed period of time during their course at Griffith.

VISION
That Griffith Homestay will be highly regarded by the University and Students and recommended to their friends and colleagues. Australian families will receive a reasonable financial recompense and consider the experience as a positive one for their family.

VALUES
Griffith Homestay will primarily foster cultural exchange and will adhere to the principles and values as outlined in the code of conduct document attached.

PRIVACY STATEMENT
Personal information of any student or family is subject to the Privacy Act, the provision of which prohibits the disclosure of any personal information or details. Griffith University must ensure that all personal information, as defined in the Privacy Act, is obtained, stored and released in accordance with the Privacy Act.
INTRODUCTION

All stakeholders have, in some way, power and influence in the homestay process and therefore each stakeholder has a responsibility to be aware and to meet some standard of ethical conduct.

This document is used as a guideline to meet standard requirements for providing pastoral care to International students studying at Griffith University. It promotes and enhances the conduct of the Homestay Program staff in performing their duties in the collegial environment of Griffith University. It contains a checklist for each key stakeholder to follow and to ensure that they comply within the Homestay Program Guidelines. Because of the diversity of stakeholders involved in homestay study programs at Griffith University the code is presented across 4 general stakeholder areas:

1. Homestay Coordinator/ Professionals
2. Homestay students
3. Homestay providers
4. Under Age International students

This policy includes a Code of Ethics and Good Conduct Guidelines for each stakeholder group to assist in their compliance with the Code. It is hoped that International Agents will be included in this Code in due course.

1.1 Relevant Legislation

- Commission for Children and Young People and Child Guardian Act 2000
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students
- Department of Education and Training to Overseas Students
- Department of Immigration
- ESOS Act 2000
- Privacy Act 1988
- Anti Discrimination Act
- Griffith University -Policy for Infection Disease control

1.2 Definitions

Homestay Staff
Any member employed by Griffith University

Homestay Provider
Families registered with the Griffith Homestay Program who provide accommodation for International students

Under Age students
Refers to all students under 18 living in homestay accommodation

SCOPE

This policy applies to all Griffith Homestay Staff, Homestay Providers, International Students and Under Age students
3.0 **HOMESTAY COORDINATOR/PROFESSIONALS**

The Institution recognises that the Homestay providers may come from a variety of family compositions, cultural backgrounds and that these will not be the basis for acceptance or rejection in the homestay provider group.

3.1 **Code of Ethics**

In arranging homestay accommodation for international students attending Griffith University Homestay Program Coordinator/staff guarantee to:

- Familiarise with the culture and education philosophy of the Homestay programs/students through in-service support and individual awareness.
- Be aware of the needs of the international students and have processes in place to support and assist them.
- Identify any personal prejudices and biases and promote awareness and an adherence to ethical standards.
- Accept flexibility of regulations and communication practices that may be necessary to meet the diverse and variable needs of international students.
- Adhere to non-discriminatory practices set out by the institution based on race, age, gender, ethnicity, disability, socio-economic and sexual preference or religion.
- Keep all possible communications open, honest and appropriate to the situation.
- Commensurate with students’ communication needs and their level of understanding, information should be translated where possible.
- Put the best learning interests of individual students above all other financial and organisational needs as without this focus the impact on the homestay experience can be extremely negative.
- Act with sensitivity and discretion and enact a process of crisis management, in time of grief and trauma.
- Have access to opportunities for professional development with regard to the provision of homestay care and meeting the needs of international student.
- Maintain the confidentiality of Homestay providers and international students’ right to privacy under the terms of Privacy and Discrimination Acts.
- Respect for the law and system of University Governance.
- Ensure that personal health or medical information remains confidential and private between the parties involved unless permission is provided to disclose this information.

3.2 **Good Conduct Guidelines**

- Homestay coordinator must provide ongoing support to homestay providers and students as necessary.
- Advise homestay providers and homestay students of the expectations of homestay by means of orientation, written documents and information, orientation sessions as well as web-based information.
- Inspect all providers and homes registered in the HP and provide an orientation of the expectations/requirements of the program.
- Visit each homestay provider and place each student in a home, which is, to the best knowledge and belief, a safe and suitable home for the students.
- Ensure all students under the age of 18 years are placed in appropriate families, with guardianship arrangements in place.

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• Encourage networking contacts to ensure the quality of all providers enlisted in the program is maintained.
• Monitor the number of household members- family members to guest ratio.
• Ensure payment arrangements are confirmed with the homestay providers.
• Follow up any complaint made by homestay students/providers within 24 hours.
• Respect and be responsive to the beliefs and diversity of cultural requirements of homestay providers and homestay students by providing alternative accommodation immediately if it is believed that the welfare of the student, or host, may be at risk.
• Provide on-going support for homestay providers and students as necessary and ensure that all parties are aware of the wide range of support services available within the university and provided through International Student Support Services, Health Services, Counselling Services, Sexual Harassment Contact Network and Grievance Resolution procedures.
• Issues in relation to taxation, insurance and legislation including legislation changes must be advised to stakeholders.
• Interact effectively and co-operatively with other departments within and outside the institution.
• Act openly and professionally in all dealings with other homestay providers and institutions.
• Ensure that the confidentiality of homestay providers and students is preserved under the terms of Privacy and Discrimination Acts.
• Undertake process and impact evaluations, ie conduct surveys periodically (6-12 monthly) with homestay providers and students to ensure that standards and requirement of student placement are met under the basic ethical guidelines.
• Homestay coordinators/staff should have specific training, skills and experience to provide homestay management services appropriate to the role and level of service they are providing (including demonstrable ability in meeting the specific needs of international students) whether employed or contracted by the institution.

4.0 INTERNATIONAL HOMESTAY STUDENTS

All students placed in homestay accommodation.

4.1 Code of Ethics

• Students need to be made aware of the accepted code of behaviour within the Homestay.
• Students need to be encouraged to communicate in an honest and respectful way thus developing positive relationships with providers which are based on mutual trust and communication. Disguising a problem to ‘save face’ may not, in fact, be dealing the best way with the problem.
• Students should be advised on acceptable levels of hospitality and not take advantage of the generosity offered by families.
• Students should be encouraged to develop positive relationships with families which are based on mutual trust and communication.
• Students should be enabled to take responsibility for their own practices and needs.
4.2 Good Conduct Guidelines

The student will be expected to:

- Be financially independent; pay the homestay and placement fee to the institution and later the agreed weekly/fortnightly amount in advance to the Homestay family. He/she must meet all personal expenses for travel, entertainment, telephone calls, medical expenses and other personal, incidental costs.
- Respect and adhere to guidelines/rules for living in the household as given by the homestay family which may include conditions such as no smoking, no alcohol, spend no longer than 4 minutes in the shower and leaving bathroom tidy.
- Offer to help with minor household chores such as occasional washing up and keeping their bedroom clean and tidy.
- Be considerate and keep noise to minimum after 8:30pm.
- Ask the family before inviting friends over.
- Ask their own parents or guardian to contact the homestay family and give permission for any late nights or overnight stays.
- Advise the homestay family about social activities and when they will be home for meals.
- Pay for any damage to family property (if the student is responsible for the damage).
- Keep all valuables, money, passport and airline tickets in a safe place.
- Attend an orientation with the homestay coordinator, where required.
- Behave appropriately and be prepared to participate in reasonable family activities.
- Respect and be aware that cultural differences and beliefs of the Homestay provider may differ from their own.
- Communicate with the homestay provider on a day to day basis. Student should be open about their needs/wants. For example, need to make a phone call late in the night (after 10pm).
- Advise the homestay coordinator immediately of any concerns of their health or welfare which may arise in the homestay environment.
- Adhere to the guidelines set down in the “Homestay Information Booklet”, web or fact flyers/sheets, orientation for students and other advice given about the homestay program.
- Be aware and abide by the laws of Australia, for example, wear bicycle helmets, respect legal age of drinking, etc.
- During holiday periods of more than 2 weeks students are expected to pay 50% of the homestay fee to the Host family to either store their personal items or to secure the room. This is negotiable between the Host family and student.
- It is important to note that students are not obligated to inform their host family about personal health issues but should show a duty of care to all individuals residing in the household. Host families must respect individual’s privacy and confidentiality.
- Take relevant precautions to protect one’s self and other individuals residing in the homestay environment.
- Griffith students and staff have an obligation to care for the safety of others (including but not limited to fellow students and staff members of the University, patients and members of the public with whom they are in contact through the course of their University activities) under both common law and the Workplace Health and Safety Act 1995. This duty of care includes a duty to minimise the risk of spreading or contracting infectious diseases.” Notification of Communicable Disease-Policy for Infection Disease control.
• “In accordance with State legislation, staff and students of the University do not have to disclose notifiable diseases they may have to the University, but they are required to disclose to the appropriate State Health Department.

5.0 HOMESTAY PROVIDERS

Homestay hosts registered with Griffith University homestay program.

5.1 Code of Ethics

Homestay providers are expected to:

• Develop positive relationships with students which are based on mutual trust and communication.
• Acknowledge the uniqueness of each student and the levels of each student’s strength and weakness.
• Support and assist students to live comfortably within a foreign environment.
• Respect the students’ right to privacy whilst realising that privacy does not equate to isolation.
• Acknowledge the significance of culture, customs, language and beliefs in the life of their student and accommodate appropriately for these within the family’s life.
• Assist, support and nurture where needed or requested, but keeping in mind that a desire to please may be interpreted as interfering by the student.
• Abide by the terms and conditions of the Privacy Act and respect the privacy of students and their personal or medical issues and not disclose this information without knowledge or permission of the student.

5.2 Good Conduct Guidelines

The homestay provider will be expected to:

• Provide a safe environment which will offer the student a total experience of living as a member of an Australian family and which encourages positive study habits.
• Provide the student with a private, clean and warm bedroom, good healthy food, laundry facilities and a supportive environment.
• Offer help, guidance, support and encouragement with language practice, studies, planning leisure activities and adapting to living in Australia (this may require patience and empathy and a willingness to show the student more than once).
• Provide an orientation within the family home e.g. use of pool area and house facilities and security. Applicable house rules should be explained i.e. what time dinner is, telephone protocols, rules regarding smoking, alcohol, guests visiting, curfews, household tasks and bathroom conduct.
• Should the homestay student wish to return home during holiday periods of more than 2 weeks students can expect to pay up to 50% of the homestay fee to the Host family to either store their personal items or to secure the room. This is negotiable between the Host family and student.
• Homestay Providers must ensure that students are provided with information relating to transport to and from their place of residence.
• Respect the students’ need for privacy and allow them space to be alone.
• Have a duty of care towards their homestay student.
• Provide three meals per day per week including weekends (unless otherwise required).
• Provide 5 meals a week to students residing in flat style accommodation or option 2 of the Homestay program.
• Only provide single room accommodation. A student is not to share a room with another student or with a member of the family, unless specifically requested.
• Liaise with the homestay coordinator regarding any concerns or difficulties.
• Notify the homestay coordinator of any change of circumstances in the household.
• Be responsive to the cultural differences and beliefs of the homestay student by allowing the student to continue familiar cultural practices without criticism.
• To adhere to guidelines set down by the Homestay Program and attendance at the homestay providers’ information sessions.
• Familiarise themselves about cultural information about different cultures and countries.
• Take relevant precautions to protect members of the host family or individuals residing in the homestay against health related matters. It is important to note that students are not obligated to inform their host family about personal health issues but should show a duty of care to all individuals residing in the household.
• Host families must respect individual’s privacy and confidentiality, and must not disclose medical or private information provided by the student without permission from the student.
• Home stay Providers must not host more than 1 student of the same nationality at the same time unless under exceptional circumstances or advised by the University.
• All student complaints or comments are recorded. Any repetition of the same issue in a Homestay will result in further investigation.

6.0 UNDER AGE STUDENTS

6.1 Introduction
Under the ESOS Act 2000, the National Code of Ethics for Registration Authorities and Providers of Education and Training to Overseas Students must ensure that upon arrival, international students have access to information or counselling services in the following areas: orientation, academic progress, further study and accommodation. Institutions must discharge their responsibility to approve accommodation/welfare arrangement for students less than 18 years of age for those students who do not have a guardian approved by DIAC.

6.2 General Welfare
• The Institution should be aware of the international students’ needs and have processes in place to support and assist them.
• The Institution must support the social and psychological needs of international students that include:
  a) Access to appropriate counselling services
  b) Training and support of homestay providers
  c) Sensitive management of internal and external grievance processes
• The Institution is responsible for international students over holiday periods, including the Christmas holiday period as well as for the services provided by their employees and any contracted agents.
• The Institution is responsible for all aspects of pastoral care for their international students from the point of landing in Australia or the agreed date of transfer from another signatory, to the end of the contract for homestay program.
• The Institution needs to be aware of cultural and religious differences of students group. For example Muslim students will have practices relating to food, food preparation, and storage, drink, religious observance and dress that need to be respected and accommodated.

• The Institution should ascertain if an international student has any health condition that may affect their study or require treatment. Homestay providers need to be advised of any relevant health problems of students in their care.

6.3 Privacy of international student information

• Personal information of any student is subject to Privacy Act, the provision of which prohibits the disclosure of any personal information or details Griffith University must ensure that all personal information, as defined in the Privacy Act, is obtained, stored and released in accordance with the Privacy Act.

6.4 Communication arrangements

• The Institution is required to establish communication arrangements with the Parents/guardian of International students. “Establishing communication arrangements” means that the International Office or Academic Faculty must arrange a way to contact parents/guardian in case of emergency, and for ongoing liaison concerning the students’ welfare. It is vital the University that has an agreed way of contacting the parents/guardian at short notice.

6.5 Accommodation

• The Institution is required to advise international students of the accommodation options available to them.

• The Institution must document which category of accommodation each student is living in, ensure that the applicable monitoring and follow up takes place.

• The Institution must ensure that their homestay providers have a full understanding of their obligations to the signatory and any accommodation agent. This means the institution must clearly set out the different responsibilities of providers and agents and advice each what their responsibilities are.

• The Institution must have stringent processes for all aspects/areas of the homestay program such as a process for assessing, selecting and approving prospective home stay providers and processes for the on going monitoring of the providers.

6.6 Placement of Students Under 18 Years of Age

So that Griffith Homestay, Campus Life is compliant under the National Code with regard to students under eighteen years of age the following statement may be of assistance.

Griffith Homestay will agree to place students who are under 18 years old in homestay up to fourteen days prior to the start date of their study period until one week after the completion of their course as outlined in the welfare letter registered on PRISMS.

In the event of the student requesting to continue with the same homestay family during transition from GELI to Griffith International (or another institution) advice must be received of the student's current status so it can be noted on the student file in Griffith Homestay.

Students are placed in registered Griffith Homestay families. Each family has attended a 2 hour orientation session and an interview and house inspection. All families members over the age of 18 who are permanent residents of Australia and living in the homestay must hold a registered Blue Card before they are permitted to accommodate students under 18 years of age. The Homestay Coordinator and Homestay staff will monitor the suitability of the accommodation placement and will contact the homestay host on a regular basis to ensure that there are no issues or problems.
Should care arrangements change or a problem arise in homestay then the family will contact the Homestay Coordinator or Student Counsellor at Griffith International or Student Advisor at GELI. The Student Counsellor or GELI Student Advisor will meet with the student on a regular basis to discuss the student's welfare and Griffith Homestay will be advised should the student have problems regarding their homestay placement.

6.7 Homestay Providers: Hosting Arrangements for Students Under the Age of 18

To host a student under the age of 18, all members of the Homestay family who are over the age of 18 must be issued with a current QLD Suitability Card, otherwise known as a Positive Notice Blue Card. Homestay families cannot be ‘guardians’ to underage students. A guardian must be a direct family member, for example:

- Spouse
- Child
- Adopted Child
- Parent
- Brother or Sister
- Step-Child
- Step-Parent
- Step-Brother or
- Step-Sister
- Grandparent
- Grandchild
- Aunt or Uncle
- Niece or Nephew
- Step-Grandparent
- Step-Grandchild
- Step-Aunt or Step-Uncle
- Step-Niece or Step-Nephew

As well as being a relative of the student, the guardian must also be over the age of 21, and meet DIAC’s health and financial requirements. Under the National Code registered Providers must ensure the arrangements made protect the welfare and safety of the Under Age students. For more information please visit the following websites:


When an international underage student is in Homestay, the University takes responsibility for the student’s ‘Guardianship’. The University must sign a welfare letter before the student can be issued with a Visa. At Griffith University, the International Office, who manages the Under Graduate and Post Graduate student’s enrolment are required to arrange this documentation. If the student is at the Language School (ELICOS or APP) then GELI takes responsibility for the Underage student’s documentation.

International Underage students studying at Griffith University must stay in Homestay Accommodation. They are not allowed to move to on-campus accommodation, nor are they allowed to move from their arranged Homestay accommodation without the designated staff member responsible for the Under Age student’s welfare knowledge or permission. Under Age students are not permitted to make travel arrangements or stay with individuals who are not approved and registered as Homestay Providers with Griffith University Homestay program. For more information please contact the International office or GELI (Griffith English Language Institute) or Student Advisor.

6.8 Host Providers Responsibilities

Homestay providers (family) are expected to:

- Develop positive relationships with students which are based on mutual trust and communication.
- Acknowledge the uniqueness of each student and the levels of each student’s strength and weakness.
- Support and assist students to live comfortably within a foreign environment.
• Respect the students’ right to privacy whilst realising that privacy does not equate to isolation.
• All members of the household who are permanent residents of Australia and aged over 18 must possess a valid Blue Card issued by the Commission for Children and Young people and child guardian.
• Acknowledge the significance of culture, customs, language and beliefs in the life of their student and accommodate appropriately for these within the family’s life.
• Assist, support and nurture where needed or requested, but keeping in mind that a desire to please may be interpreted as interfering by the student.
• Abide by the terms and conditions of the Privacy Act and respect the privacy of students and their personal or medical issues and not disclose this information without knowledge or permission of the student.
• Advise Griffith University Homestay Co-ordinator of any issues that relate to the students welfare.

6.9 Good Conduct Guidelines

The homestay provider (family) will be expected to:

• Provide a safe environment which will offer the student a total experience of living as a member of an Australian family and which encourages positive study habits.
• Ensure that Underage students are aware of and abide by the Laws of Australia for example legal age for drinking, driving a motor vehicle, wearing bicycle helmets etc.
• Ensure that Underage students are not left alone without adult supervision.
• Ensure that student’s are provided with Emergency contact numbers and transport information.
• Ensure that Under Age students do not stay out past a set curfew.
• Advise the Homestay Coordinator, Student Adviser or designated Griffith University staff member immediately about any issues relating to welfare or duty of care in relation to the under age student.
• Do not give permission for activities involving overnight activities, holidays, travel or similar events to Under Age students without first consulting the Homestay Coordinator, Student Adviser or designated Griffith Staff member.
• Advise the Homestay Coordinator, Student Adviser or designated Griffith University staff member immediately if you planning to travel or will be away from the homestay for any extended period of time as these students cannot stay in the home unsupervised.
• Provide the student with a private, clean and warm bedroom, good healthy food, laundry facilities and a supportive environment.
• Offer help, guidance, support and encouragement with language practice, studies, planning leisure activities and adapting to living in Australia (this may require patience and empathy and a willingness to show the student more than once).
• Provide an orientation within the family home e.g. use of pool area and house facilities and security. Applicable house rules should be explained i.e. what time dinner is, telephone protocols, rules regarding smoking, alcohol, guests visiting, curfews, household tasks and bathroom conduct.

Please Note:

• Griffith University Homestay Risk Management Policy can viewed at www.griffith.edu.au/ocs
• Homestay providers who carry out a regulated Business (i.e. Possess an ABN number) must develop and implement a Risk Management Strategy in relation to hosting Under Age students. For more information please visit the website for the Commission for Children and Young people and child guardian at http://www.ccypcg.qld.gov.au/index.html.
7.0 EVALUATION AND REVIEW
This policy will be evaluated and reviewed annually by Griffith Homestay.

8.0 DATE
This policy was last reviewed and updated on 1st January 2009.

9.0 CONTACTS
Further details and information concerning this policy are available from:
• Samantha Hilbig Griffith Homestay on 37357919 or email s.hilbig@griffith.edu.au
• Helen Watkins, Manager Accommodation on 37357893 or email h.watkins@griffith.edu.au
• Nicola Collier-Jackson, Director, Campus Life on email n.collier-jackson@griffith.edu.au