

General Overview

- This document is a set of guidelines for Griffith Homestay to adhere to in relation to providing homestay services.

Incident	Action	Contact
General Homestay Enquiry ,Non Urgent Student Issue or Homestay Family	Email or contact relevant office homestay or relevant Student Adviser.	Office Hours 8:30 to 4:30 Mon to Friday 37357919 After hours 0419720826 homestay@griffith.edu.au
Event that occurs on weekend non-Urgent	Email Homestay Office and relevant Student Adviser to details issue and then respond on the next working day	Email homestay@griffith.edu.au Email Student Adviser
Event that occurs on weekend that is urgent between homestay and student	Contact Homestay or Student Adviser ,Institute Rep immediately Document and follow up with email correspondence	Homestay 0419720826
Critical Incident involving student e.g. Student missing death Serious injury Violence, Assault ,physical ,psychological abuse Sexual Discrimination Bullying Harassment	Contact Homestay or relevant Student Adviser ,Institute Rep immediately Document and follow up with email correspondence	Homestay 0419720826

Host Family

- All families complete a comprehensive orientation session on line and undertake an inspection and interview at homestay accommodation.
- all family homes are checked through an interview and homestay inspection before they are accepted into the Griffith Homestay Program
- student are not placed where a family has not undergone orientation and homestay interview and visit

- Families are kept up to date with current information i.e. tax, insurance, communication magazine, medical situations (sirs etc.), under age procedures and changes to Government legislation through quarterly newsletters and information sessions.
- Students are equitably placed with families and matched as closely as possible.
- Each student receives information about homestay accommodation, homestay family profile and information about living in Australia .When the student applies on line they are provided with information about fees, terms and conditions and code of conduct for residing in Homestay accommodation.
- Surveys are carried out across homestay students and homestay families periodically This is done by email
- All families hosting students under 18 have been issued with a Positive Notice Card (Blue Card).Blue card information stored in a file and on the system and a copy of the Blue card registry located in the Under Age folder
- Comprehensive on line system with host family details and hard copy files stored in a lockable location with family records e.g. profiles, account details and correspondence.
- Student information stored on the on line system

Code of Ethics for Staff in Homestay Area

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.

- 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.
- Providing the tools, information and guidance for hosts to make the best possible match between the guest and accommodation host family, taking into account their respective preferences and profiles.
- 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, in line with Griffith University and Griffith College Under 18 welfare arrangements.
- Encourage networking contacts to ensure the quality of all providers enlisted in the program is maintained.
- Ensure payment arrangements are confirmed with the homestay providers.
- Follow up any complaint made by homestay students/ providers within 24 hours.
- Should a student encounter a travel issue, including flight cancellation, visa delay, or the accommodation is not as depicted, Griffith Homestay will refund the student at our discretion
- Providing assistance to resolve any complaints to hosts and guests where an issue may arise that is not resolved by open communication between the host and guest.
- Griffith Homestay is not responsible or legally liable for any injury, damage or loss incurred by the Host family that occurs while they are hosting a guest.
- Ensure that all adults residing at any homestay have current checks and clearances for working with children as required Conduct regular visits and assessments of the homestay with access to all areas of the homestay premises for the purposes of checking compliance with legislation and the homestay standards required by the education provider
- Ensure host families have appropriate insurance policy cover for students residing in their home.
- Ensure there is regular training of host families, particularly in relation to hosting younger students under 18 years
- Ensure there is a 24 hour emergency contact number that is known to students, host family and the education provider
- Ensure that Host Families are aware of curfew regulations and specific conditions for Under Age students
- Maintain regular contact with host families, students and school staff as required

Complaints or incidents

- Should an issue arise relating to Homestay, both parties are encouraged to resolve the matter before proceeding with the formal grievance procedure as outlined below.
- If problems occur meeting with student arranged as soon as possible via Student Adviser Student Admin, Reception, and Accommodation office or directly with the Homestay office via telephone or email.
- If necessary student can be moved instantly depending on the situation e.g. the student feels unsafe in the home.

Formal Grievance Process

Contact the Homestay Office during working hours either in person or by email or phone to discuss your concerns.

Phone: (07) 37357919

Email: homestay@griffith.edu.au

Homestay Office, Building N11, Nathan Campus, Griffith University.

1. If these staff members are unable to assist you in this matter a private appointment will then be made with the Homestay Coordinator or The Manager, Griffith Accommodation to talk about the grievance.
2. If the dispute cannot be resolved at this point the Homestay Office will schedule a meeting between the two individuals. A Mediator will be appointed to facilitate the meeting, however, they will not be directly involved in the discussion between the two parties.
3. Either party may be accompanied by another person to act in the role of supporter. The support person is to observe the meeting and provide support, however, they may not represent the party or speak on their behalf.
4. During this meeting each party will be given the opportunity to explain the situation from their point of view.
5. The Mediator will provide a brief summary of the two statements, which will help identify the concerns of each party.
6. The two parties will then be given the opportunity to discuss the issues identified.
7. Each party will then meet individually with Homestay officer to reflect on the mediation session.
8. After the individual session the two parties are given the chance to negotiate potential solutions to the problem.
9. The two parties can then come to an agreement (verbal or written) regarding their chosen solution.
10. After the mediation process, the two parties may choose to debrief with the Homestay officer.
11. If a suitable solution cannot be reached, the dissatisfied party may appeal the decision. Please see Section 6.0 'Appeals' regarding the appropriate steps.

6.0 Appeals

Where the party or parties remain/s dissatisfied with the outcome of the grievance process, the student or host family may lodge a complaint with an external body. However, appeals and grievance process within the Institution should be exhausted before a complaint is lodged with any of the following external bodies:

- Monitor the number of household members-e.g. number of people residing in the accommodation Ensure payment arrangements are confirmed with the homestay providers.
- Follow up any complaint made by homestay students/ providers within 24 hours.
- Ensure that all adults residing at any homestay have current checks and clearances for working with children as required by the appropriate state or territory regulatory body
- Conduct regular visits and assessments of the homestay with access to all areas of the homestay premises for the purposes of checking compliance with legislation and the homestay standards required by the education provider
- Ensure host families have appropriate insurance policy cover for students residing in their home
- Ensure there is regular training of host families, particularly in relation to hosting younger students under 18 years
- Ensure there is a 24 hour emergency contact number that is known to students, host family and the education provider

- Maintain regular contact with host families, students and school staff as required.

Pre Arrival Placement

Students must not be placed with a homestay host in accordance with requirements on the system and the student will have a selection of up to 50 homestay families to select

- gender, age and personal preferences
- size of the family, how many children and their ages
- pets, dogs or cats, or both
- smoking or non-smoking
- transport time to institution
- length of stay
- hobbies
- special needs

If 'special needs' has been highlighted every care and precaution should be taken and confirmation sought from the host that they can meet the student's requirements.

Students will have preferences, which may or may not be accommodated at the time of matching. While it is desirable to meet student's needs, be aware, that some homestay students may have overly high or specific expectations.

Students may make requests such as 'I want to be able to walk to my school' or 'I want my own bathroom'. In these cases, it must be explained to the homestay student that while the program may not have available homestay hosts meeting these criteria, there are other suitable households available.

Once a placement has been confirmed a detailed confirmation email is sent to both host and student

Under 18 Students:

Placement information:

All hosts accepting under 18 students have been checked and verified with the Homestay department including regular house inspections and blue Card Checks and Under 18 Orientation for Hosting under Age Students with Griffith Homestay.

All members of the host's household who are over the age of eighteen must have applied for and been issued with this card prior to the placement commencing.

- Must not be placed in a homestay with the opposite sex, where possible, especially when there is a large age gap
- Female students must not be placed in a home where there is no female host
- Students should be placed as close to the education provider as possible, but within 30 to 40 mins with easy access to public transport
- Details of the placement will be forwarded to admissions area for processing of the CAAW documents
- Under Age students will also be advised about Airport Transfer arrangements and how to book this service prior to arriving in Australia.
- They will also be advised about travelling with relatives or parents and any correspondence received by Homestay Area prior to arrival of the student will be shared

with relevant Student Adviser in case permission is needed for travel arrangements or staying with parents etc. prior to starting course.

Student Placement Post Arrival

- Should a student need to be removed from the home after a host payment is made, the host maybe expected to refund the unused nights' accommodation fees.
 - Under 18 students will be moved to another registered and approved homestay family .Staff will ensure that the welfare of the student is the most important factor and ensure that the student is comfortable and settled in new environment. Student will either be relocated by University Representative or will be transported by homestay family depending on the circumstances.
 - If a new family is not available instantly then Residential accommodation can be used as an emergency for over 18 students
- If a Student has been moved more than 2 times due to behavioural, conflict, personality, theft, health, sexual harassment, bullying, discrimination or other serious issues then Griffith Homestay will discuss the situation with the Institute either Griffith University or Griffith College to determine the best possible outcome. This may result in the student being placed in alternative accommodation other than Homestay.
- A student will be moved immediately if a homestay host has acted inappropriately towards the student or for reasons such as behavioural, conflict, personality, theft, health, sexual harassment, bullying, discrimination or other serious issues. Relevant authorities will be notified if required.
- If the student is under age there will need to be a review of the homestay accommodation and requirements if the student has been moved more than 2 times.
- Additional Placement fees may be charged depending on the circumstances.
- Student's initial Homestay Placement fee is valid for the length of their homestay accommodation .Once they have completed their initial placement with the homestay family and require another homestay family then a new placement fee is required.

Students will not always be guaranteed a refund of homestay fees. This will depend solely on the circumstances and is at the discretion of the Homestay Coordinator. In certain circumstances students will be guaranteed a refund or exempt from paying an additional homestay application fee.

Incidents that require a refund or fee waiver:

- Homestay family requests the student to move from their house without notice.
- Death in the family.
- Health related incident where a student can no longer remain in the homestay house or vice versa where a member of the host family becomes ill and is unable to accommodate the student.
- Cancellation of the student's enrolment where the student must return home without prior notice to the host family.
- Violence or unacceptable behaviour that occurs in the homestay household.
- Theft.

- Cultural differences i.e. living in a homestay with different sexes or cultural and religious beliefs.
- The Homestay Coordinator reserves the right to move the student immediately for reasons of inappropriate behaviour.

Under the following circumstances there is no obligation for Griffith Homestay to waive the homestay application charge or to return the homestay fees, but may require to negotiate with the student over a partial refund of the total amount.

Incidents that require negotiation between the host family and student may include:

- Personality conflict.
 - Non-resolved conflict between the host family and the student.
 - Food issues.
 - Cleanliness of the accommodation. This may be relevant to both parties.
 - Difficulty living with the pets.
 - Students placed in Homestay for longer periods (i.e. 5 weeks or more will be subject to the general homestay placement terms and conditions. Students must remain in homestay for a minimum of 4 weeks after which time the family must be given 1 week notice prior to departure.
- Families are advised to contact Homestay Coordinator in case of emergency e.g. student does not come home, fails to adhere to curfew.