



# POL029 Under 18s Welfare Management Policy

## Purpose

This policy and procedure set out Shafston's expectations and requirements in the provision of welfare and student support services to students under the age of 18, encompassing both long-term and short-term programs. This policy forms part of a robust framework of health and safety designed to effectively support students and mitigate operational risks.

Welfare management practices at Shafston International College are in full compliance with all relevant legal and regulatory requirements under the Standards for RTOs 2015, The ELICOS Standards 2018, and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

## Scope

This policy and procedure will apply to the following stakeholders:

- Under 18 Students
- Academic Management
- Student Welfare Officer
- Study Tour Coordinator
- Teachers/ Trainers and Assessors
- General Staff
- Homestay hosts
- Stakeholders involved in student welfare and support

## Legislative Context

Standards for Registered Training Organisations (RTOs) 2015

- Standard 1.3[b]
- Standard 1.7

ELICOS Standards 2018

- Part 3.1 [b]
- Part 7.3 [f]

National Code of Practice for Providers of Education and Training to Overseas Students 2018

- Standard 5.3 – 5.7
- Standard 6.1, 6.2, 6.3, 6.4, 6.5, 6.6



## Policy Statement

Shafston International College is committed to providing a supportive and inclusive environment for all students, ensuring they have the information and assistance necessary to thrive at Shafston and adjust to living and studying in a new country.

This policy outlines information on Shafston's approach to supporting under 18 students (Long-Term and Short-Term) and delineates the key objectives of the college as well as the responsibilities of key stakeholders.

### Objectives:

Objective	Description
Student Safety and Well-being	<ul style="list-style-type: none"><li>- Ensure the physical and emotional safety of all students under 18</li><li>- Provide a supportive environment that fosters the academic, social, and personal development of each student.</li></ul>
High-Quality student centric Services	<ul style="list-style-type: none"><li>- Provide high quality student centric service through the building of relationships with host families, internal staff, students, agents, and other stakeholders</li></ul>
Homestay Arrangements	<ul style="list-style-type: none"><li>- Ensure all homestay accommodations meet Shafston's standards for safety, comfort, and cultural sensitivity.</li><li>- Facilitate appropriate homestay changes when necessary to maintain student well-being.</li></ul>
U18 Student Support	<ul style="list-style-type: none"><li>- Provide tailored support services for students under 18, ensuring their specific needs are met.</li><li>- Monitor and support the overall well-being of U18 students.</li></ul>
Stakeholder Communication	<ul style="list-style-type: none"><li>- Maintain open and regular communication with Shafston internal teams, parents, guardians, homestay hosts, education agents, external schools, and travel agents.</li><li>- Provide regular updates on student progress, well-being, and any issues that arise.</li></ul>
Continuous Improvement	<ul style="list-style-type: none"><li>- Collect feedback from students and stakeholders to continually improve services. Implement improvements based on feedback and best practices.</li></ul>
File Management	<ul style="list-style-type: none"><li>- Maintain accurate and up-to-date records of student information, incidents, and communications.</li></ul>



Objective	Description
Self-Assurance Process and System	<ul style="list-style-type: none"> <li>- Ensure all records are properly organized and accessible for review.</li> <li>- Develop and maintain a self-assurance system to regularly review and assess welfare management practices.</li> <li>- Ensure compliance with all legal and regulatory requirements through continuous self-assessment</li> </ul>
Emergency Response	<ul style="list-style-type: none"> <li>- Respond promptly to any emergencies involving students, ensuring their safety and well-being.</li> <li>- Coordinate with relevant authorities and provide necessary support during critical situations.</li> </ul>

## Key Stakeholders and Responsibilities:

Role	Responsibilities
Student Arrival Manager	<ul style="list-style-type: none"> <li>- Oversee the arrival process for all shafston students.</li> <li>- Oversee welfare for both long-term U18 students and short-term students at all ages</li> <li>- Dealing appealing and complicated matters.</li> </ul>
Homestay Officer	1.
Homestay Hosts	<ul style="list-style-type: none"> <li>- Provide a safe, comfortable, and culturally sensitive living environment for students. Communicate regularly with Shafston and report any issues or concerns.</li> <li>- Ensure students adhere to homestay rules and guidelines.</li> </ul>
Teaching and Administrative Staff	<ul style="list-style-type: none"> <li>- Support the academic and personal development of students.</li> <li>- Report any behavioural or welfare concerns</li> <li>- Provide feedback on student progress and well-being.</li> </ul>
Study Tour Team	<ul style="list-style-type: none"> <li>- Organize and manage study tours</li> <li>- Ensure all tours comply with Shafston's safety and welfare standards.</li> <li>- Coordinate with external tour organizers and visiting school groups.</li> <li>- Responsible to the welfare for short-term students</li> </ul>
Study Tour Coordinator	<ul style="list-style-type: none"> <li>- Liaise with external tour organizers and visiting school groups to plan and execute study tours.</li> <li>- Ensure all logistical arrangements are in place for a successful tour.</li> </ul>



Role	Responsibilities
	<ul style="list-style-type: none"><li>- Handle any issues (including welfare) that arise during the study tour.</li></ul>
External Tour Organizer	<ul style="list-style-type: none"><li>- Coordinate with Shafston to ensure all arrangements meet the required standards.</li><li>- Communicate any special needs or requirements of the visiting students.</li></ul>
External Visiting School Group	<ul style="list-style-type: none"><li>- Adhere to Shafston's policies and guidelines during the visit.</li><li>- Ensure students follow all safety and conduct rules.</li><li>- Communicate any issues or concerns to Shafston</li></ul>

## Welfare Officer Duties

While welfare management involves various stakeholders, the Welfare Officer is responsible for coordinating and implementing Shafston's welfare services. Further duties are outlined in Schedule 2 of the Welfare Officer's employment contract and encompass:

- High Quality Student Centric Service
- U18 Student Support
- Homestay Issue Management
- Continuous Improvement Management
- Record Keeping
- Report Writing
- Complaints Management
- Staff Coordination and Collaboration
- Ad hoc Working Arrangements
- Emergency Phone Support
- Emergency Handling

## Long term Student Welfare Management

Long term students refer to those under the age of 18 who are enrolled in Shafston's long-term programs.

This includes, but is not limited to:

- High School Preparation
- Primary School English Preparation
- Shafston's Vocational Education and Training Programs (for underage students).



The comprehensive welfare services Shafston provides to long-term students are designed to help these students quickly adapt to studying and living in Australia and to prepare them for their future. Multiple teams at Shafston are involved in providing welfare and support services to long-term students, including the International Relations and Recruitment Team, the Student Enrolment and Student Service Team, the ELICOS Department, the VET Department and the Student Arrival Team.

The Welfare Officer is responsible for the overall coordination of welfare services for long-term students. In addition to coordination, the key responsibilities of the Welfare Officer include:

- **Homestay Arrangements:** Ensuring that all homestay placements are safe, comfortable, and culturally sensitive.
- **Student Discipline and Well-being:** Managing and monitoring student behaviour both on-campus and off-campus to ensure a positive and safe learning environment.
- **Homestay Compliance:** Ensuring that long term students and their homestay arrangements comply with Shafston's policies and standards.
- **General Student Consultation:** Providing general consultation services to underage students, addressing their academic, personal, and social needs.
- **Emergency Response:** Responding promptly and effectively to any emergencies involving students, ensuring their safety and well-being.

### Short term Student Welfare Management

Short term students refer to those who are enrolled in Shafston's short-term programs.

This includes, but is not limited to:

- Study Tours
- Young Learner Camps
- other Similar short-term courses.

Short-term courses delivered at Shafston typically have a Study Tour Coordinator responsible for managing the logistics and all arrangements related to the students' time at Shafston.

For short-term students, the primary teams involved in providing welfare and support services include the Study Tour Team, the Student Arrival Team and the ELICOS Team.

Study Tour Manager coordinates with the Study Tour Team and Study Tour Coordinator to manage all aspects of the students' welfare and logistics and



are responsible to oversee the day-to-day operations and ensures all arrangements are in place for the students.

The Welfare Officer is responsible for addressing homestay issues that the Study Tour Team is unable to resolve. Additionally, the Welfare Officer responds to student discipline and behavioural issues both on-campus and off-campus and ensures that any emergencies or significant welfare concerns are promptly and effectively addressed.

The implementation of the Shafston Welfare Management Policy is the responsibility of the Student Arrival Team. The Student Arrival Team develops procedures, guidelines, and working processes based on this policy and is responsible for their execution and enforcement.

## Supporting Documents

### **Policies, Forms and Registers**

- POL003 Management of Critical and Notifiable Incidents
- POL004 Workplace Health and Safety Policy
- POL008 Continuous Improvement Policy
- POL012 Complaints and Appeals Policy
- Complaints and Appeals Form
- Shafston Welfare Management Procedure
- Emergency Management Procedure
- FRM018 Homestay Issue lodgement Form
- FRM021 Response to Homestay Issue Form
- FRM020 Homestay Change Request Form
- FRM019 Study Tour and Camp Coordinator Head Count Form
- FRM003 Incident Report Form
- FRM022 Student Meeting Form
- FRM023 Student Absentee Form
- STM001 Study Tour Coordinator Guide
- REG001 Master Register: Complaints Appeals and Requests
- REG001 Master Register: Critical and Notifiable Incidents
- REG001 Master Register: Continuous Improvement

### **Terms and Conditions**

- Shafston Homestay Terms and Conditions for host families
- Shafston Homestay Terms and Conditions for Students
- Study Tour Agreement
- ELICOS Enrolment terms and conditions 2024
- VET Enrolment terms and conditions 2024

### **Letter Templates and Reports**

- Intention to Suspend letter





- Intention to Cancellation letter
- Suspension Notice Letter
- Regular Student homestay report
- Cancellation Notice Letter

## Shafston's Welfare Management Procedure

The following procedure has been developed to ensure that Shafston meets intent of the Welfare Management Policy, and its compliance obligations. Specific actions, relevant staff members, and a breakdown of steps have been included for clarity and specificity.

### Accountability:

Staff are expected to adhere to these actions as directed by the PEO Manager or delegate. The Student Arrival Team and Study tour team both are responsible for providing welfare services students.

### Terminology:

Term	Description
Short-term Student	<ul style="list-style-type: none"><li>- Short term students refer to those who are enrolled in Shafston's short-term programs. This includes, but is not limited to, students enrolled in Study Tours, Young Learner Camps, or other Similar short-term courses. These courses typically have a Study Tour Coordinator responsible for managing the logistics and all arrangements related to the students' time at Shafston.</li><li>- This includes under 18 students and adult students.</li></ul>
Long-term Student	<ul style="list-style-type: none"><li>- Long term students refer to those under the age of 18 who are enrolled in Shafston's long-term programs. This includes, but is not limited to, students enrolled in the following programs: High School Preparation, Primary School English Preparation, Shafston Vocational Education and Training Programs (for underage students).</li></ul>
Relevant stakeholders	<ul style="list-style-type: none"><li>- Including all internal and external stakeholders involved into student arrangements such as study tour agents, partner schools, parents and education agents.</li></ul>
Homestay issue lodgement form	<ul style="list-style-type: none"><li>- FRM00X Homestay Lodgement Form</li></ul>
Emergency	<ul style="list-style-type: none"><li>- In the context of Shafston International College, an emergency for a student refers to any urgent or critical situation that poses</li></ul>



Term	Description
	<p>an immediate threat to the student's health, safety, or well-being.</p> <ul style="list-style-type: none"><li>- Please refer to Shafston's Emergency Management Procedure</li></ul>
Dismiss	<ul style="list-style-type: none"><li>- Dismiss means that the Welfare Officer declines the homestay issue request and considers the request to be not valid.</li></ul>
Appeal Application	<p><a href="https://shafston.edu/wp-content/uploads/2023/03/Complaint-and-Appeal-Form-v1.2.pdf">https://shafston.edu/wp-content/uploads/2023/03/Complaint-and-Appeal-Form-v1.2.pdf</a></p>

### Homestay issue handling Procedure for short-term students

The Study Tour Team has responsibility for the welfare for short-term students. When a homestay issue arises from either the student (including relevant stakeholders) or homestay host, and it does not constitute a formal request, the study tour coordinator or study tour officer and study tour manager will (when study tour coordinator need assistance):

- Encourage the student and host to communicate directly to resolve the issue.
- Provide mediation and assist both parties in finding a mutually agreeable solution where the issue cannot be resolved directly between the student and the host.
  - o If both parties come to an agreement, the issue is resolved. If not, the student will be asked to submit a homestay issue request.

The Welfare Officer is responsible for addressing homestay issues that cannot be resolved by the Study Tour Team. Once the student or their parent lodges Homestay Issue lodgement Form, will the Welfare Officer accept and handle the issue.

### Homestay issue handling procedure for long-term students

The Welfare officer is responsible for long term student homestay arrangements and ensures that all homestay placements are safe, comfortable and culturally sensitive.

All homestay issues and Homestay Issue lodgement Forms for long-term students will be directed to the Welfare Officer. The Welfare Officer must use the Respond to Homestay Issue form to reply to the person who lodged the issue and keep the document on record.

### Homestay Issue Lodgement Form





When completing the homestay issue lodgement form, the student or family host must select the type of homestay issue they are referring to and provide the necessary details. The types of issues include:

- Safety concerns
  - o Any situation that jeopardizes the physical or emotional safety of the student.
- Communication problems
  - o Misunderstandings or difficulties in communication between the student and the homestay host.
- Cultural differences
  - o Conflicts arising from differences in cultural practices or expectations.
- Living conditions
  - o Issues related to the cleanliness, suitability, or adequacy of the living environment provided by the homestay host.
- behavioural conflicts
  - o Disagreements or conflicts related to behaviour, house rules, or expectations.
- Support needs
  - o Situations where the student requires additional support or assistance that the homestay host is unable or unwilling to provide.

The form includes a notice stating that the person lodging the form agrees to allow Shafston to contact the involved parties to investigate the issue. Shafston may invite the parties to provide their comments and perspectives.

### Responding to Homestay Issues

Once the welfare officer receives a Homestay Issue Lodgement Form, they utilise the Respond to Homestay Issue Form to reply to the person who lodged the issue. All documentation is kept on record.

On the "Respond to Homestay Issue" form, the Welfare Officer must only address the type of issue indicated by the person who lodged the issue. If the issue falls within the definition of an emergency, the Welfare Officer must initiate the emergency procedure.

If the issue is not an emergency and is raised by a student, the Welfare Officer may generally assess the following based on the claim:

- The validity and details of the claim.
- The potential impact on the student's well-being and academic progress.
- The nature of the relationship and communication between the student and the homestay host.
- Any previous history of similar issues with the student or homestay host.
- The possible need for mediation or additional support services.
- Recommendations for resolving the issue in a fair and timely manner.



For issues raised concerning living conditions, the Welfare Officer will objectively assess whether the homestay host meets Shafston's standard of homestay. If the homestay host satisfies Shafston's standard, the request will be dismissed. If the homestay host does not satisfy the standard, the issue is valid. The Welfare Officer should then:

- Request the homestay host to bring the living conditions up to the required standard.
- Approve the student's homestay change request, provided the student lodges the homestay change request form.

For other issues raised by students, the following should be answered with supporting evidence

- Whether the homestay provides a safe, clean, and supportive environment. (Support Needs)
- Whether the homestay family develops positive relationships with students based on mutual trust, respect, and communication. (Communication Problem)
- Whether the homestay family supports and assists students in adapting to the Australian environment. (Support needs)
- Whether the homestay family respects the student's privacy and cultural practices. (Cultural differences) behavioural conflicts
- Whether the homestay family complies with Shafston's Homestay Guide and Policies. (All types except living conditions)
- Whether homestay family follows the Shafston's Privacy and Confidentiality Policy. (All types except Living conditions)
- Whether house rules are clearly explained, and that the student understands them. (behavioural conflicts) (Communication problems)

## Homestay Issues - Outcomes

Once the welfare officer completes the process outlined above, a decision must be made regarding the issue(s) recorded. An issue request can be dismissed, resolved, or marked as unsolvable using the "Respond to Homestay Issue Form".

## Unsolvable or Dismissed Issues:

- If the issue is deemed unsolvable, the student can request a homestay change by submitting the Homestay Change Request Form.
  - o If the issue is determined to be unsolvable and not caused by the student, the student will not be charged any fee for the homestay change.
- If the issue is deemed unsolvable or dismissed, the student cannot change the homestay through the homestay issue handling process. However, the student can request to voluntarily change homestay by completing Homestay Change Request form.



- In this case, the student is required to pay the homestay placement fee, homestay transfer expenses, and any losses incurred by the existing homestay family for not hosting the student.
- Only after paying the fee upfront will the homestay request be approved. The voluntary homestay request is not handled by welfare officer but a student arrival officer or manager.

If a homestay family raises an issue or they are not able to host a student, the matter is initially addressed by the Student Arrival Officer or Student Arrival Manager. If they cannot resolve the issues, the Student Arrival Officer/manager collaborates with the Study Tour Team, without involving the Welfare Officer.

- In this case, the student will not be charged any fee for the homestay change.

Once the welfare officer receives a Homestay Issue Lodgement Form for students, they must complete the assessment within 3 working days for short-term students and within 5 working days for long-term students and communicate the decision to the applicant.

### Homestay Change Requests

The student arrival officer or manager is responsible for handling homestay change requests, whether they originate from homestay issue handling procedures, voluntary student requests, or requests from homestay hosts.

Depending on availability, the student arrival team endeavours to assist affected students in finding a new homestay family within 2 working days. If a suitable family cannot be found, the student arrival team formally notifies the study tour team and arranges hotel accommodation for the student.

- If it is a voluntary change requested by the student and is not due to the student's action, the student is responsible for paying the hotel expenses.
- If the student is a minor (under 18), they must be accompanied by an adult.
- If the student, agent, or partner school cannot arrange for such accommodation, Shafston will arrange for the student to stay with the study tour coordinator. The student will need to pay Shafston for the expenses incurred for staying with the coordinator.

For homestay change requests, unless there is a pending assessment of a homestay issue lodgement form, the student arrival team must process the request within 2 working days from the day after it is received.

Emergencies related to homestay situations continue to be handled according to Shafston's emergency procedures and robust Workplace Health and Safety Framework.



## Homestay Compliance

Shafston has very strict requirements for the quality of homestay families. Homestay compliance for Under 18 students is overseen by the student arrival manager according to the responsibilities set out in this document.

The Student Arrival Team is responsible for homestay recruitment and the pairing and placement of students. Based on capacity, the student arrival manager informs relevant departments regarding the acceptance of homestay requests for students or student groups. Once approved, homestay recruitment and pairing is arranged. This involves collaboration with other departments as outlined in the Student Arrival Team Handbook. Student arrival officers are accountable for ensuring the suitability of a given homestay. When selecting a family, the student arrival team adheres to Shafston's requirements and checklist for determining a homestay family's suitability. This includes contacting the family to determine whether there have been any changes that may affect the suitability of a homestay. If there are any changes, Shafston's Homestay Database is updated accordingly.

The student arrival team contacts all Homestays at least once every 12 months to confirm the wellbeing of students and to complete the Student Homestay Report. This report confirms Blue Card status, address, number of family members, and other requirements specified in the Student Arrival Team's procedures.

Any homestay family found in violation of the law or Shafston's homestay terms and conditions is reported to the student arrival manager. In cases of legal violations or misconduct by a homestay family, immediate actions are taken. This may include:

- Suspension
- Cancellation
- Permanent blacklisting
- If necessary, law enforcement is notified.

## **Student Discipline and Wellbeing**

Academic and administrative staff should report any behavioural or welfare concerns and provide feedback on student progress and well-being. The Welfare officer is responsible for student discipline and behaviour both on-campus and off-campus.

The management of student discipline and well-being at Shafston is categorised into student discipline, learning progress management, illness management, emergency management, student support, and reporting.



These are addressed from both on-campus and off-campus perspectives. The welfare officer uses a proactive approach to identify and solve issues and promote the well-being of students.

## Discipline Management

If a student has disciplinary or behavioural issues on campus or off campus, the Welfare Officer may become aware of through reports from parents, teachers, homestay families or by other means. Once the Welfare Officer has become aware of student behavioural or disciplinary issues, they will arrange a meeting with the student to discuss these issues directly. Any disciplinary meeting will be conducted in line with the following:

1. Student meetings require the completion of a Student Meeting Form.
2. Depending on the situation and the severity of the issue, the welfare officer can work with the student services and academic departments to provide appropriate student support.
3. Depending on the nature of the issue, the welfare officer has the authority to issue the following disciplinary actions:
  - a. Verbal warning
  - b. Verbal warning plus discussions with the study tour agent, study tour partner school and parents
  - c. Adding a corrective condition (attendance or behaviour standards)
  - d. Formal warning letter (if applicable, the formal warning letter will notify parents, agents, host families, and partner schools)
  - e. If a student continues to disregard the rules after receiving a formal warning letter, the welfare officer has the authority to request that the student be prohibited from attending campus. This request must be communicated to the study tour manager, study tour agent, partner school, or other external stakeholders involved. The decision will be final.

## Sickness On Campus

On-campus Sickness is handled in three parts: Immediate Response and Assessment, Communication, Isolation and Care.

The welfare officer, study tour coordinator, teacher, or any staff member involved in a student sickness case is responsible for:

- providing immediate response and assessment, which may include contacting parents or guardians immediately,
- providing emergency medical assistance or arrangements,
- documenting illness and actions taken and sending the record to welfare officer (Study tour team)
- coordinating other support resources within and outside the school, Ensuring the safety and well-being of the student. (Study tour team)





If a student has a fever or is considered contagious to other students and teachers, the study tour team must promptly notify relevant stakeholders, the student's parents, guardians, or host family to arrange for the child to be picked up.

If the student cannot be picked up immediately, the study tour coordinator should designate a specific area such as the sick bay or another designated space for the student to wait, ensuring the health and safety of both the student and others at the school.

All medical assistance provided on campus is administered by qualified professionals in line with Shafston's First Aid Policy.

### Sickness or Health Issues Off Campus

If a student becomes ill while off-campus, the parents, host family, or guardians will be required to notify the study tour coordinator. If the student cannot attend school due to illness, the student tour team will inform the relevant stakeholders (teachers, management, coordinators, administrative staff).

Under normal circumstances, the student's parents, host family, or guardians will take care of the student, with the study tour officer providing assistance and support as needed. When a student calls to report being sick, the study tour coordinator will verify this with the student's parents, guardians, or host family.

If a student has a serious illness, the study tour team will actively coordinate and consult with external stakeholders to determine the appropriate course of action.

If a student is placed with a homestay family, the students must declare any medical or health issues upon enrolment. In such cases, the student arrival team handling the student pairing must inform the host family. If a student is found to have any medical or health issues after arrival, the student arrival team will inform all relevant stakeholders and then decide if additional measures are necessary to safeguard the student's health and safety.

If a student's health issues necessitate a change in homestay, the study tour team should contact the student arrival manager for advice.

### **Emergency Response**

Shafston's Hazard Identification, Incident Reporting, Risk Management, and Workplace Health and Safety Policy work in conjunction with the Under 18s





Welfare Management Policy as part of Shafston's robust Health and Safety Framework which provides further direction on the process and approach to managing day-to-day student safety at the school and for the assessment and management of activities conducted on or off campus.

This policy further details additional support provided in ensuring the adequate supervision and monitoring of students under the age of 18, including monitoring wellbeing, discipline, homestay compliance, etc. Students likewise have access to information about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents, and are empowered to utilise these communication channels.

An emergency for a student is defined as any urgent or critical situation that presents an immediate threat to the student's health, safety, or well-being. According to this definition, the welfare officer is responsible for determining whether a situation qualifies as an emergency. If uncertain, the welfare officer should seek immediate assistance from the student arrival manager.

Any emergencies or significant welfare concerns are promptly and effectively addressed. The types of student emergencies that a welfare officer may need to handle include, but are not limited to:

- health emergencies
- mental health crisis
- safety issues
- family emergencies
- legal affairs
- other emergencies impacting student safety and well-being.

The key principles of emergency response are Immediate Response and Assessment, Communication, Isolation, and Care. These principles guide the welfare officer in promptly assessing the situation, communicating with relevant parties, isolating the affected individual if necessary, and providing appropriate care and support. Where the welfare officer feels unable to handle any matter independently, they should promptly report to the student arrival manager and director for assistance and guidance.

Incidents are dealt with in line with Shafston's Critical and Notifiable Incidents Policy and require the completion of an Incident Report Form. Where an incident occurs that involves under 18 students, the welfare officer is responsible for ensuring that an Incident Report Form is completed, and details saved to the WHS Register.



The welfare officer also has a responsibility to educate internal and external stakeholders at Shafston International College about what constitutes an emergency, emergency response, and incident reporting.

### After Hours Contact

The welfare officer is responsible for providing full availability for emergency phone support. This ensures that homestay students and host families can contact them in critical situations that require immediate attention. In practice, the welfare officer holds the final responsibility for defining what constitutes an emergency. Outside of working hours, the welfare officer has the discretion not to respond to communications they deem to be non-emergencies.

## Implementation

The Academic Manager and delegated compliance officer and welfare officer are jointly responsible for the implementation of this policy through publication on the Work Platform (Sharepoint) and the conducting of training for relevant stakeholders.

### Version History

Date	Summary of Modifications Made	Version
01/07/24	Version 1 finalised	1.0

### Date of next review

Date	Type	Responsible
30/06/25	Annual	Academic Manager