

Under 18s Welfare Management Policy

POL029



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Purpose

This policy and procedure sets 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 2025 Standards for Registered Training Organisations, the ELICOS Standards 2018, and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Scope

This policy applies to the following stakeholders:

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

3. Legislative and Regulatory Context

2025 Standards for Registered Training Organisations:

- Outcome Standard 2.3 — Student Support
- Outcome Standard 2.6 — Wellbeing
- Outcome Standard 4.3(1)(d)(ii) — Risk management for students under 18, in accordance with the National Principles for Child Safe Organisations

National Frameworks:

- National Principles for Child Safe Organisations (endorsed by the Council of Australian Governments, 2019)

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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 (Younger Overseas Students)
- Standard 6.1 – 6.6 (Student Support Services)

Queensland Legislation:

- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- Child Protection Act 1999 (Qld)
- Education (General Provisions) Act 2006 (Qld)

Commonwealth Legislation:

- Education Services for Overseas Students Act 2000 (ESOS Act)

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.

Shafston's child safety and risk management practices are aligned with the National Principles for Child Safe Organisations. Shafston is committed to being a child safe organisation where the safety and wellbeing of students under 18 is embedded in organisational leadership, governance, and culture.

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 Wellbeing	Ensure the physical and emotional safety of all students under 18. Provide a supportive environment that fosters the academic, social, and personal development of each student.
High-Quality Student-Centric Services	Provide high quality student-centric service through the building of relationships with host families, internal staff, students, agents, and other stakeholders.
Homestay Arrangements	Ensure all homestay accommodations meet Shafston's standards for safety, comfort, and cultural sensitivity. Facilitate appropriate homestay changes when necessary to maintain student wellbeing.

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U18 Student Support	Provide tailored support services for students under 18, ensuring their specific needs are met. Monitor and support the overall wellbeing of U18 students.
Stakeholder Communication	Maintain open and regular communication with Shafston internal teams, parents, guardians, homestay hosts, education agents, external schools, and travel agents. Provide regular updates on student progress, wellbeing, and any issues that arise.
Continuous Improvement	Collect feedback from students and stakeholders to continually improve services. Implement improvements based on feedback and best practices.
File Management	Maintain accurate and up-to-date records of student information, incidents, and communications. Ensure all records are properly organised and accessible for review.
Self-Assurance Process and System	Develop and maintain a self-assurance system to regularly review and assess welfare management practices. Ensure compliance with all legal and regulatory requirements through continuous self-assessment.
Risk Management	Identify and mitigate risks to the safety and wellbeing of U18 students across all programs and accommodation arrangements, consistent with the National Principles for Child Safe Organisations.
Emergency Response	Respond promptly to any emergencies involving students, ensuring their safety and wellbeing. Coordinate with relevant authorities and provide necessary support during critical situations.

All staff involved in U18 programs must hold a valid Working with Children Check (Blue Card) and comply with mandatory reporting obligations under Queensland child protection legislation.

Regulatory Framework Based on Visa Type

The welfare obligations of Shafston vary depending on the student's visa type. This section must be read in conjunction with the long-term and short-term welfare management sections below.

(a) Students holding a Student Visa (subclass 500)

The ESOS Act 2000 and National Code 2018 Standard 5 apply in full. There are three welfare pathways:

Pathway 1 — Shafston issues a CAAW: Where no parent, legal custodian, or DHA-approved relative is in Australia to care for the student, Shafston approves welfare arrangements and issues a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter through PRISMS simultaneously with the CoE. The CAAW must cover the CoE duration plus 7 days, or until the student turns 18 (whichever is earlier). Shafston assumes full, non-delegable welfare responsibility under Standards 5.3–5.7. This responsibility cannot be outsourced to any third party, including homestay agencies or education agents.

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Pathway 2 — Parent or legal custodian accompanies the student: Where a parent or legal custodian is in Australia caring for the student, Standards 5.3–5.7 do not apply. Shafston must not issue a CAAW. The parent/custodian is responsible for the student’s accommodation and welfare. Shafston retains baseline obligations under Standards 5.1–5.2 (child protection compliance and age-appropriate safety information).

Pathway 3 — DHA-approved nominated relative: A grandparent, sibling, aunt, uncle, niece, or nephew (or step-equivalents), aged at least 21 and of good character, may be nominated via DHA Form 157N and approved by the Department of Home Affairs. The relative typically holds a Student Guardian visa (subclass 590). Shafston must not issue a CAAW. Shafston retains baseline obligations under Standards 5.1–5.2.

(b) Students holding a Visitor Visa (subclass 600) or other non-student visa

The ESOS Act and National Code Standard 5 do not apply. No CAAW is issued. No CoE is created. PRISMS reporting obligations do not arise. This is the typical arrangement for Study Tour groups, Young Learner Camps, and other short-term group programs.

Where the student is part of an organised group, the accompanying group leader, partner school, travel agency, or parent holds primary welfare responsibility. Where Shafston arranges accommodation for an individual student on a non-student visa, Shafston maintains a duty of care under common law.

(c) Baseline obligations applying to ALL under-18 students regardless of visa type

- Comply with Queensland child protection legislation (Working with Children Act 2000, Child Protection Act 1999) and mandatory reporting obligations.
- Provide age-appropriate safety information to students.
- Maintain Working with Children Blue Cards for all staff and homestay hosts working with under-18 students.
- Maintain a Child and Youth Risk Management Strategy under the Working with Children Act 2000 (Qld).
- Align child safety practices with the National Principles for Child Safe Organisations as required by 2025 Standards, Outcome Standard 4.3(1)(d)(ii).

CAAW-Specific Obligations (Pathway 1 only)

Where Shafston has issued a CAAW, the following obligations apply under National Code Standards 5.3–5.7:

- All adults involved in accommodation and welfare must hold valid Working with Children clearances (Standard 5.3.2).
- Documented processes for verifying accommodation suitability prior to approval and at least every 6 months thereafter (Standard 5.3.3).
- Critical incident policy covering emergency and welfare-disruption scenarios for under-18s (Standard 5.3.4).
- Up-to-date contact records for the student, parents, and any responsible adults (Standard 5.3.5).
- Report via PRISMS as soon as practicable if a CAAW is no longer required because a parent or relative has assumed care (Standard 5.3.6.1).
- Report via PRISMS within 24 hours if Shafston can no longer approve welfare arrangements (Standard 5.3.6.2).

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- Documented policies for selecting, screening, and monitoring third parties engaged to arrange welfare and accommodation (Standard 5.3.7).
- If Shafston suspends or cancels the student's enrolment, welfare responsibility continues until one of the following occurs: another provider assumes welfare (5.6.1); DHA approves a parent or relative (5.6.2); the student departs Australia (5.6.3); or Shafston has formally notified DHA it can no longer approve arrangements (5.6.4).
- All PRISMS information changes for under-18 students must be communicated within 14 days.

Important: Shafston's welfare responsibility under a CAAW is non-delegable. Shafston must not state or imply, or permit any third party to state or imply, that the third party has or shares responsibility for the student's accommodation, support, or general welfare (National Code Standard 5.3).

Key Stakeholders and Responsibilities

Role	Responsibilities
Student Arrival Manager	Oversee the arrival process for all Shafston students. Oversee welfare for both long-term U18 students and short-term students at all ages. Handle appeals and complicated matters.
Homestay Officer	(As per employment contract and Welfare Officer Duties below.)
Homestay Hosts	Provide a safe, comfortable, and culturally sensitive living environment for students. Communicate regularly with Shafston and report any issues or concerns. Ensure students adhere to homestay rules and guidelines.
Teaching and Administrative Staff	Support the academic and personal development of students. Report any behavioural or welfare concerns. Provide feedback on student progress and wellbeing.
Study Tour Team	Organise and manage study tours. Ensure all tours comply with Shafston's safety and welfare standards. Coordinate with external tour organisers and visiting school groups. Responsible for the welfare of short-term students.
Study Tour Coordinator	Liaise with external tour organisers and visiting school groups to plan and execute study tours. Ensure all logistical arrangements are in place for a successful tour. Handle any issues (including welfare) that arise during the study tour.
External Tour Organiser	Coordinate with Shafston to ensure all arrangements meet the required standards. Communicate any special needs or requirements of the visiting students.
External Visiting School Group	Adhere to Shafston's policies and guidelines during the visit. Ensure students follow all safety and conduct rules. Communicate any issues or concerns to Shafston.

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

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- 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).

Most long-term students hold a Student Visa (subclass 500). Where Shafston arranges accommodation and approves welfare, a CAAW is issued and the full obligations under the Regulatory Framework Based on Visa Type section above apply. Where a parent or DHA-approved guardian is responsible, Shafston retains baseline obligations only.

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 Wellbeing:** 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 wellbeing.

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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.

Most short-term students hold a Visitor Visa (subclass 600). In this case, the ESOS Act and National Code Standard 5 do not apply, and no CAAW is issued. The accompanying group leader, partner school, or travel agency holds primary welfare responsibility. Exception: If an individual short-term student holds a Student Visa (subclass 500) and Shafston arranges accommodation, the full CAAW obligations apply as per the Long-Term welfare management framework above.

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 ensure 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.

Short-Term Student Welfare Management

Policies, Forms and Registers:

- POL003 Management of Critical and Notifiable Incidents
- POL004 Workplace Health and Safety Policy
- POL008 Continuous Improvement Policy
- Complaints and Appeals Policy (OPOL009)
- Complaint and Appeal Form (FRM-CA01)
- Anti-Discrimination Policy
- Shafston Welfare Management Procedure
- Emergency Management Procedure
- FRM018 Homestay Issue Lodgement Form

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- 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
- VET Enrolment Terms and Conditions

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 the 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 to students.

Terminology

Term	Description
Short-term Student	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

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	logistics and all arrangements related to the students' time at Shafston. This includes under 18 students and adult students.
Long-term Student	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).
Relevant stakeholders	Including all internal and external stakeholders involved in student arrangements such as study tour agents, partner schools, parents and education agents.
Homestay issue lodgement form	FRM018 Homestay Issue Lodgement Form.
Emergency	In the context of Shafston International College, an emergency for a student refers to any urgent or critical situation that poses an immediate threat to the student's health, safety, or wellbeing. Please refer to Shafston's Emergency Management Procedure.
Dismiss	Dismiss means that the Welfare Officer declines the homestay issue request and considers the request to be not valid.
Appeal Application	Complaint and Appeal Form (FRM-CA01), available at shafston.edu/forms-policies-and-procedures/
CAAW	Confirmation of Appropriate Accommodation and Welfare. A letter issued by a CRICOS provider through PRISMS confirming that the provider approves the welfare arrangements for a student under 18 on a Student Visa (subclass 500). Required under National Code Standard 5.3.

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 needs 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.
 - If both parties come to an agreement, the issue is resolved. If not, the student will be asked to submit a Homestay Issue Lodgement Form.

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 a Homestay Issue Lodgement Form, the Welfare Officer will 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.

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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:** Any situation that jeopardises the physical or emotional safety of the student.
- **Communication problems:** Misunderstandings or difficulties in communication between the student and the homestay host.
- **Cultural differences:** Conflicts arising from differences in cultural practices or expectations.
- **Living conditions:** Issues related to the cleanliness, suitability, or adequacy of the living environment provided by the homestay host.
- **Behavioural conflicts:** Disagreements or conflicts related to behaviour, house rules, or expectations.
- **Support needs:** 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 wellbeing 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.

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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 the homestay family follows 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. 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 a 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 the 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

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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 hosting students for whom Shafston has issued a CAAW at least once every 6 months to confirm the wellbeing of students and the family's situation, and to complete the Student Homestay Report (National Code Standard 5.3.3). For all other homestays, contact is made at least once every 12 months. 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.

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Student Discipline and Wellbeing

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

The management of student discipline and wellbeing 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 wellbeing of students.

Discipline Management

If a student has disciplinary or behavioural issues on campus or off campus, the Welfare Officer may become aware 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.

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 the Welfare Officer (Study Tour Team);
- Coordinating other support resources within and outside the school;

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- Ensuring the safety and wellbeing of the student.

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 wellbeing. According to this definition, the Welfare Officer is responsible for

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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 wellbeing.

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	Version
01/07/24	Version 1.0 finalised.	1.0
Oct 2025	Major revision (v3.0). Updated regulatory references from "Standards for RTOs 2015" to "2025 Standards for RTOs"	3.0

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(Outcome Standards 2.3, 2.6, and 4.3(1)(d)(ii)). Added explicit alignment with National Principles for Child Safe Organisations as required by Standard 4.3(1)(d)(ii). Added new section: Regulatory Framework Based on Visa Type — covering three welfare pathways (CAAW, Parent/Guardian, DHA-approved relative), visa type distinction (Student Visa 500 vs Visitor Visa 600), CAAW-specific obligations under Standards 5.3–5.7 including non-delegable responsibility, PRISMS reporting (24hr/14day), and 6-monthly homestay verification for CAAW students. Added CAAW definition to Terminology table. Updated homestay compliance: 6-monthly reviews for CAAW students (Standard 5.3.3), 12-monthly for others. Added Risk Management objective aligned with National Principles. Added QLD and Commonwealth legislation references. Updated Appeal Application reference to FRM-CA01 v2.0. Added Anti-Discrimination Policy to Supporting Documents. Added ESOS Act to legislative context. Retained all substantive operational procedures, stakeholder responsibilities, homestay issue handling, discipline management, sickness procedures, and emergency response provisions from v1.0.

