

Eastern Shores International Homestay, Risk Management Strategy including Policy and Procedure Manual



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Legislation

- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- Working with Children (Risk Management and Screening) Regulations 2011 (Qld)
- Working with Children (Risk Management and Screening) and other Legislation Amendment Bill 2018 (Qld)
- Child Protection Act 1999 (Qld)
- Education (General Provisions Act) 2006 (Qld)
- Education (General Provisions) Regulation 2017 (Qld)
- Education (Queensland College of Teachers) Act 2005 (Qld)
- Education (Accreditation of Non-State Schools) Act 2017 (Qld)
- Education (Accreditation of Non-State Schools) Regulation 2017 (Qld)
- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Pool Safety, Queensland Development Code Mandatory Part 3.4
- Queensland Fire Department Legislation introduced on 1 January 2017 requires all smoke alarms to comply with Australian standard 3786-2014, and requires pre-existing smoke alarms to be replaced with interconnected smoke alarms that are hardwired and have a nonremovable 10 year battery.
- Child and Youth Risk Management Strategy Toolkit

Definitions

Guardian: of a child means a person who is recognised in law as having all the duties, powers, responsibilities and authority relating to the child that, by law, parents have relating to their children.

Homestay Service Provider: is the school, person or organisation arranging the homestay student's accommodation.

Homestay Family: is the volunteer or paid family who cares for the homestay student in their home.

Homestay Student: is the child or young person staying in the home of the homestay host.

School: Are partners we work with to provide homestay for students in school care.

ESI: Eatern Shores International Homestay

Updates to Document (reason and dates)

July 2020 - As of 31 August 2020, "No Card, No Start" blue card requirements apply for providers of child accommodation services, unless an exemption applies or student is staying with a relative.

August 2023 – Included full Risk Management Strategy and change risk management policy to inline

July 2024 – Risk Management included in manual.

October 2024 – Education Service for overseas Student Act 2000 Update: May retain documents or apply to hold documents for further periods.

September 2025 – Child protection Act 1999 can take immediate custody of a child at risk.

What is the Child and Youth Risk Management Strategy?

The Child and Youth Risk Management Strategy forms part of the Working with Children prevention and monitoring system administered by the Department of Justice and Attorney General Agency, Blue Card Services, which aims to create safe and supportive service environments for children and young people.

Under the provisions of the [Working with Children \(Risk Management and Screening\) Act 2000](#), and the [Working with Children \(Risk Management and Screening\) Regulation 2020](#) it is a requirement that regulated employers and businesses develop and implement risk management strategies to identify and minimise the risk of harm to children and young people in their service environment. Our Homestay organisation is such service environment.

What are the Requirements of the Child and Youth Risk Management Strategy?

To meet our legislative obligations, the Child and Youth Risk Management Strategy includes eight minimum requirements under key areas of service delivery.

These are:

Commitment

1. A statement of commitment to the safety and wellbeing of children and the protection of children from harm.
2. A code of conduct for interacting with children.

Capability

3. Written procedures for recruiting, selecting, training and managing staff and volunteers.

Concerns

4. Policies and procedures for handling disclosures or suspicions of harm, including reporting guidelines.
5. A plan for managing breaches of our risk management strategy.
6. Transparent risk management plans for high-risk activities and special events.

Consistency

7. Policies and procedures for managing compliance with the blue card system.
8. Implemented and modelled strategies for communication and support.

These eight mandatory requirements meet all 10 of the National Principals for Child Safe Organisations.

Statement of Commitment as an Organisation

Eastern Shores International as homestay providers is committed to continually improving our processes and services, to exceed our Schools, customers' and partners' expectations with quality, professionalism, honesty, and leadership. Our focus is on the safety and wellbeing of all the students intrusted in our homestay program. Our team will always treat everyone in our program with respect and understanding.

Statement of Commitment to children in our program

Eastern Shores International is committed to the protection of all children in its care. In to manage the risks surrounding child protection the following strategies and procedures apply for the safety and protection of students in homestay.

ESI will uphold the following under our risk strategy:

- ESI believes all homestay students have the right to feel safe, be listened to, be involved in decisions that affect them, have their cultural values respected, not be unjustly discriminated against based on their status, activities, expressed opinions or beliefs of their parents or carers, and have their best interests considered.
- Students under the care of ESI will develop trust provided with the knowledge and information they require to feel empowered to act in the event of abuse or neglect.
- ESI acknowledges that homestay students are unique and valued individuals and deserve to be treated with care and respect.
- ESI recognises that respect for homestay students and partners is the foundation upon which all policies and procedures are developed. Children first we are committed to the wellbeing to protecting the security, safety and wellbeing of homestay students under our protection.

Through our Homestay Risk Management Strategy ESI are commitment to the safety and wellbeing of children and the protection of children from harm in fulfilment of the requirements of section 3(1)(a) of the Working with Children (Risk Management and Screening) Regulation 2011 (Qld).

Risk Strategy Aim:

To provide clear strategies and processes to ensure ESI staff and homestay families comply with legislation applying in Queensland about the care and protection of children in homestay arrangements. Our strategy will:

- promote the wellbeing of homestay students and to protect them from harm
- deliver a quality service to the young people in our care reduce the risk of harm to homestay students through our written policies and procedures, including information and training, for staff and families

The risk management strategy will work in conjunction with our Child protection policy. The strategy will meet the eight requirements but not be limited to. The strategy will also follow all procedures about reporting and disclosing information if any harm comes to students in our homestay program.

Staff code of conduct

- Staff will treat all international students in our care with the upmost importance.
- Staff have duty of care to all children and young people when safeguarding the protection of all international students.
- Staff will conduct themselves with complete professionalism and ensure no unacceptable behaviour is displayed to host families of students in our care. Any unacceptable behaviour will be treated according to our policies and procedures.
- Take all reports from international students and host families as important and action accordingly.
- Staff will ensure to adhere to all policies and procedures.
- Staff will complete all requirements to recruit and vet homestay families to ensure the safety and wellbeing of all our international students.

Host family code of conduct



Homestay hosts are expected to:

Homestay families are expected to always behave in ways that promote the safety, welfare and well-being of children and young people. They must actively seek to prevent harm to children and young people, and to support those who have been harmed.

- Homestay families should be conscious of situations where they are alone in an enclosed space with a student.
- When physical contact with the student is necessary for a teachable or caring moment, homestay families must exercise caution to ensure that the contact is appropriate and acceptable. Homestay families must always advise and seek students consent before proceeding.
- Homestay families must not develop a personal relationship with any student that can be interpreted as inappropriate rather than a guardian interest in a student.
- Homestay families must not have a romantic or sexual relationship with a student.
- People engaging with the students must maintain a professional caring relationships with students. They must not under any circumstances engage in physical, emotional or sexual abuse. Contact of any nature with a student living in homestay is not acceptable with or without consent. ESI will report criminal proceedings and/or disciplinary action, including dismissal of staff or suspension of a homestay host will occur immediately.
- Offer sincere interest in the cultural background of the homestay student
- Develop positive relationships with homestay students which are based on mutual trust and communication
- Acknowledge the uniqueness of each homestay student and the levels of each homestay student's strength and weakness
- Support and assist homestay students to live comfortably within a foreign environment
- Homestay families must provide a single room accommodation. A homestay student is not to share a room with another homestay student nor with a member of the family, unless specifically requested.
- Respect the homestay student's right to privacy while realizing that privacy does not equate to isolation.
- Acknowledge the significance of culture, customs, language, and beliefs in the life of their homestay student and accommodate appropriately for these within the family's life
- Provide orientation within the family home and any house rules that may apply. For example, but not limited to friends visiting, what time dinner is, shower times, telephone protocols.
- Be clear on curfews for your home and set by the school.
- Assist, support and nurture where needed or requested, but keeping in mind that a desire to please may be interpreted as interfering by the homestay student.
- Provide a safe environment which will offer the homestay student positive experiences while living as a member of an Australian family and engaging in positive study habits
- Provide the homestay student with a private, clean and warm bedroom, good healthy food, laundry facilities and a supportive environment. Homestay students need to be provided with breakfast, packed lunch, and dinner during their stay unless otherwise specified on the offer.
- Students will need 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 homestay student more than once)
- 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 homestay student to continue familiar cultural practices without criticism
- Adhering to guidelines set down by the homestay program and attendance at the homestay hosts' information sessions.
- For over 18's ONLY rules regarding smoking, alcohol, guests visiting, household tasks and bathroom conduct

Recruitment and Selection of Homestay Families

ESI and the School's we work with recognises that risk management for children in homestay begins with the recruiting, screening and selection of the right people to provide an accommodation service. ESI works with our Schools to follow consistent procedures and visit the families together prior to selection of homestay. Our selection policy ensures the best outcome for the student

Selection

In choosing a homestay host with our Schools we must comply with any relevant legislation and know that this homestay family can care for the student in a safe and secure environment, with age appropriate support and supervision. All homestay families must agree to the Code of Conduct and Child Protection Policy. ESI Policies and Procedures sets out clear guidelines regarding how it makes decisions for suitable homestay families. These guidelines requirements regarding:

- Blue Card requirements
- Access to transport
- Cleanliness of the home
- Cultural awareness
- School and homestay rules
- Services provided (e.g. meals, laundry)

All homestay families, and prospective families, are supplied with a copy of the Homestay Policies and Procedures

Induction

ESI in partnership with our Schools understand and recognise the responsibility homestay families agree to when becoming a host for a student. That is why after screening ESI and Schools work with the family and students to ensure full support is provided.

The families are provided with the policies and procedures. As we go through them to give a clear understanding of the responsibilities of all parties. Explain that all students must be in an environment which is safe and supportive, and we follow all aspects of legislation regarding the care of children and young people. Especially the process taken by ESI and the School if any harm is identified or disclosed.

Families and students are given the opportunity to ask questions seek support on a daily, weekly, monthly and 24 hours a day on our emergency phone 0423 374 908

Monitoring, Training and Management

Management or Monitoring of the services provided by all homestay families is conducted through the following:

- Contact made on the first week to see if all parties are adjusting well or if any assistance or cultural training required
- First home visit after one month check home and assist with any cultural or misunderstandings.
- Six monthly home visits with ESI staff member. During the visit both the homestay student and family complete a survey, which includes an evaluation of behaviours, involvement, accommodation and welfare. Any identified issues or concerns are addressed at the visit unless more sensitive. ESI will discuss with the School straight after visit and plan next actions required and set time frames for any urgent concerns.
- When needed contact is made with the homestay host by phone and/or email to discuss and review the arrangement or concerns. This is done by ESI in partnership with full acknowledgement with the School's representative.
- Families and students are given the opportunity to ask questions seek support on a daily, weekly, monthly and 24 hours a day via email or on our emergency phone 0423 374 908. The students have access to the school staff on a daily basis, if any concerns or issues arise. School will make contact with ESI coordinator to report any issues and work together to decide the best outcome for the student. Either move the student or make more regular home visits.

As ongoing training and review, all families are required on an annual basis during the scheduled home visits to read the Child Protection Policy and Code of Conduct to ensure their understanding and maintaining the requirements required to safeguard the international student in their care.

ESI staff must also check if there is any cultural short falls and organise training for the host families on the next visit.

Reporting disclosures and suspicions of harm

Concerns about harm to a child held by anybody employed by ESI or our partnering schools in any capacity, including as a homestay host, should be reported and managed under the Child Protection Policy and Child Risk Management Strategy.

In the case of a volunteer of ESI who provides any type of care to a student, including as a homestay host or school, and in accordance with the Child Protection Act 1999, if the volunteer is aware or reasonably suspects that harm has been caused to a child, the volunteer must report the harm to us or school. The types of harm reported may include sexual abuse or likely sexual abuse, emotional or psychological abuse or neglect or sexual exploitation.

According to Section 9 of the Child Protection Act 1999, harm, to a child, is any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing.

1. It is immaterial how the harm is caused.
2. Harm can be caused by —
 - a) Physical, psychological or emotional abuse or neglect. or
 - b) Sexual abuse or exploitation.
3. Harm can be caused by —
 - a) A single act, omission or circumstance; or
 - b) A series or combination of acts, omissions or circumstances.

The ESI and the School will then report and manage the volunteer's report under the Child Protection Policy and Child Risk Management Strategy. This commitment is evidence of the school's fulfilment of the requirements of section 3(1)(d) of the Regulation.

As of the 20th September 2025 Child Protection Act 1999 can take immediate custody of a child if they believe the child is at risk of harm. They can also search the home for the child and seek medical examination and treatment.

Managing Breaches

Breaches of this Strategy are managed as follows:

- For domestic – ESI and our partnering school will action as a Dispute Resolution Policy and Procedures
- For international – ESI and our partnering school will action as part of the Complaints and Appeals Policy and Procedures for International Students and their Families
- Complaints and Appeals Policy and Procedures for International Students and their Families is based on Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018. The Policy and Procedures include reference to the Overseas Student Ombudsman.

The required procedures are outlined below:

- Informal resolution
- Formal resolution
- Breaches are determined by the EDIE in the first instance.
- Suspected breaches will be dealt with by investigation and reporting to relevant authorities where necessary and, especially the section on Reporting Harm or Abuse
- Penalties for breaches will be enforced and may result in:
 - Removal of the homestay student from the homestay residence
 - Pointing out to the school, homestay provider or host that they are in breach of their agreement and therefore can no longer work with ESI or our School
 - the homestay host being reported to appropriate authorities; or
 - possible criminal prosecution

Implementing and reviewing the child risk management strategy

This Strategy and its related policies and procedures are evidence of fulfilment of the requirements of section 3(1)(f)(i) of the Regulations relating to implementation for schools. The introduction to this Homestay Risk Management Strategy and the “Compliance and Monitoring” section below state ESI and our School’s commitment to reviewing the Strategy annually and are evidence of fulfilment of the requirements of section 3(1)(f)(i) of the Regulations relating to review.

Blue Cards

ESI and our Partnering schools must abide by the law and ensure any person who resides in the home over 18yrs must hold a Blue card.

All persons over 18yrs residing permanently in the home must hold a blue card or exemption card unless related and living with the child.

An international student over 18 years who is temporarily staying but not residing and has no formal identity listed at the home where homestay service is provided does not require a blue card.

All persons residing in the home under 18yrs does not require a blue card.

All ESI staff, teachers and training organisations working with children must hold a paid blue card.

It is the homestay family’s responsibility to renew their blue cards prior to their current card expiring. ESI must notify the school and remove a child or youth immediately if the Blue card expires or receive a notification that a Blue card has been suspended.

ESI and Schools maintain a register through the Blue Card Services Organisation Portal of:

- All blue card numbers of people in the above categories and the blue card expiry.

Risk Management

ESI has established a risk register which identifies and evaluates risks involved with the accommodation, support and general welfare of a student accommodated under homestay, and an established process for developing strategies to minimise the impact of these risks.

ESI, Schools and homestay families are expected to report risk situations, as well as to identify risks related to activities under their supervision and to comply with the schools and families wishes on approved activities to keep the children safe.

In addition to complying with the risk management strategies, regular home visits to ensure families are applying to the safe procedures and updated laws. Homestay families must be aware of recent legislative changes, such as the Queensland Development Code Mandatory Part 3.4 (Pool Safety) to safeguard young children from drowning or injury in regulated pools. Fences and access must comply. Also ensuring all homes have correct and current smoke alarms installed.

Communication and Support

Ongoing Development

All ESI staff and Homestay families will be required, on an annual basis, to confirm via email they have read and understood our Child Protection Policy. ESI will also send information on how to identify risks of harm and disclosures of suspicions of harm to our host families.

Communication

Homestay families who host students under the age of 18 years old, will be sent any information on changes to the Risk management strategy. Review any changes with the families at the 6 monthly reviews.

Responsibilities

ESI is responsible for developing and implementing this Homestay Risk Management Strategy and related policies and procedures to ensure it fulfils its obligations. All homestay families are responsible for acting in compliance with this Homestay Risk Management Strategy. See below the other related policies and procedures.

Related Documents – All related policies and procedures begin page

Internal

- Homestay application
- Homestay safety checklist
- Homestay agreement form
- Acceptance of Homestay Risk Management Strategy
- Homestay code of conduct
- Cultural awareness
- Homestay evaluation
- Student evaluation
- Guidelines for homestay families – Page
- Risk Register – Page
- ESI Policies and Procedures

External

Schools' policy and procedures
Schools handbook

Homestay agreement

All families registered with ESI sign an agreement. All families who wish to Host students under 18 years of age must also sign the below agreement.

Agreement to comply with Homestay Risk Management Strategy

It is a breach of ESI Homestay Risk Management Strategy for any person to whom this strategy applies to have been found to have:

- Engaged in any type of child abuse
- Not following the policies referred to within the Strategy
- Breached the Code of Conduct
- Failure to the protection, safety and welfare of children as to the policies
- Failure to notify management of breaches.

I, _____, have read and understand the Homestay Risk Management Strategy and related documents. Having read these documents, I understand ESI commitment to maintaining a safe, friendly environment for children and young people. I agree to uphold the Child Protection Policy and Code of Conduct, and to follow the guidelines and procedures outlined. I will work to contribute positively to the growth and development of the organisation and the children and young people for whom it provides services.

Signed: _____ Date: _____

Homestay

policies

and



procedures



RISK MANAGEMENT

PURPOSE: The purpose of this policy is to work with our risk strategy and child protection policy to provide written processes to ensure that homestay families and our partners comply with legislation applicable in Queensland about the care and protection of children in homestay arrangements. In particular:

- Promote the wellbeing of homestay students and to protect them from harm;
- Assist ESI to deliver a quality service to the young people in our care;
- Reduce the risk of harm to homestay students through written policies and procedures.

Procedure: ESI has a four steps process for managing risks:

1. Identify the hazards

Scenario	Assess risk level: How damaging? How likely?	Consequence	Current controls to manage these risks	What's missing?
Student alleges sexual abuse	Possible	Extreme	<ul style="list-style-type: none">• Blue card screening• ESI Interview• Referee check• Student homestay evaluations• Monitoring	Confirm any other guests staying at residence.
Student alleges emotional/physical abuse	Possible	Moderate	<ul style="list-style-type: none">• Blue card screening• ESI Interview• Referee check• Student evaluations• Cultural workshops• Monitoring	
Student is asked by host family to share bedroom	Possible	Moderate	<ul style="list-style-type: none">• Interview family• Refer family to ESI host family guidelines• Emergency backup families in place	Family dynamics may have changed i.e additions to family, maybe hosting second student



1A. Other protentional risks? A hazard is anything that can cause harm, either physically, psychologically, or emotionally. It could be caused by a faulty piece of equipment (such as students overloading adaptor plugs or allowing Homestay students to stay out after curfew.

Scenario	Assess risk level: How damaging? How likely?	Consequence	Current controls to manage these risks	What's missing?
Homestay Family Invalid Blue Card for one or more members. Extra person living at the home or existing family member turning 18.	Extreme	Moderate	<ul style="list-style-type: none"> • Notify families 2 months prior to card expiring to ensure they are renewing • Send six monthly update forms to families for new information to make sure no extra blue cards required 	
Student and family not matching	Rare	Extreme	<ul style="list-style-type: none"> • Students' application • Host family's application & updated information request • Orientation and completing home visits 	Students' application missing information. Allergies, preferences. Host family's details have changes, can't drive, new pets
Host family has family incident which means leaving home	Possible	Low	<ul style="list-style-type: none"> • Family is aware and understand ESI guidelines • Emergency backup families in place 	
While in host family car an accident occurs injuring student	Possible	Low	<ul style="list-style-type: none"> • ESI Interview • Referee check 	
Student reports family is not feeding him/her enough	Possible	Low	<ul style="list-style-type: none"> • ESI Interview • Referee check • Student homestay evaluations 	Is the family hosting purely for financial gain

2. Assess the risks - Assessing the risk level is important. However, regardless of the assessed level of risk, we always have an obligation to action. Regardless reasonable practices to eliminate or report the risk, must be taken. Risk is the likelihood that a harmful consequence (e.g. injury) will occur when people are exposed to a hazard. As such, a risk level is made up of two elements:

- a. the likelihood of an incident happening; and
- b. the consequence if it did happen.

RISK MANAGEMENT MATRIX					
Consequence					
Likelihood	Insignificant	Minor	Moderate	Major	Critical
Almost certain	Medium	Medium	High	Extreme	Extreme
Likely	Low	Medium	High	High	Extreme
Possible	Low	Medium	High	High	High
Unlikely	Low	Low	Medium	Medium	High
	Low	Low	Low	Low	Medium


Consequence	Description of Consequence
Insignificant	No treatment required
Minor	Minor injury requiring First aid treatment
Moderate	Injury requiring medical treatment or lost time
Major	Serious injury requiring specialist medical treatment or hospitalisation
Critical	Action to harm a child, Loss of life, permanent disability or multiple serious injuries

Likelihood	Description of Likelihood
Rare	Will only occur in exceptional circumstances
Unlikely	Not likely to occur within the foreseeable future
Possible	May occur within the foreseeable future
Likely	Likely to occur within the foreseeable future
Almost certain	Almost certain to occur within the foreseeable future

3. Control the risks - Always, regardless of the level of risk, we are required to do what is reasonably practicable to eliminate or minimise the risk of any hazard with the potential to cause harm.

Control measures are the things we do to eliminate or lower the level of risk.

The types of control measures are categorised according to the 'hierarchy of control'. Controls should be considered and used in this preferred order. Often, more than one control will be used in combination to minimise risk.

Hierarchy of Controls	
Most effective (High Level)	All child at risk of harm are removed and all reporting completed
Most effective (High Level)	Elimination: remove the hazard completely from the activity
	Substitution: replace the hazard with a less dangerous one
	Redesign: change a machine or process to make it safer
	Isolation: Separate people from the source of the hazard
	Administration: putting rules, signage or training in place to make it safer
Least effective (Low level)	Personal Protective Equipment (PPE): Protective clothing and equipment

4. Monitor and review the level of safety -It is important to assess the effectiveness of the control measures you have implemented as the activity is being conducted and after the activity is completed. This step of the risk management process is often overlooked.

We don't always get things perfectly right the first time. If necessary, modify or add control measures to ensure safety. This will be required if new hazards or risks are identified, or if the existing controls are inadequate (say, for example, there was an incident that caused an injury, or even a near miss).

Record any changes to the safety measures in the Monitor and Review section of the documented risk assessment for further reference.

See form below:



Risk Incident Report

Name of person completing this form:			
Date:		Time incident reported:	
Person reporting risk:			
Students Identity:			
Homestay family identity:			
Details of the risk or potential risk:			
Outline Risk and to whom:			
Name of ESI staff member			
What Risk matrix was identified			
What control measures were put into place?			
Date:		Time:	
Was the incident reported to others? Yes/No			
If Yes Details, Please			
Date		Time	
Was Emergency services Required? Yes/No			
If Yes Details, Please			
Date		Time	
Outcomes			

Homestay Selection

1. PURPOSE

Eastern Shores International recognises that risk management for children in Homestay arrangements starts with the selection of the right people to provide appropriate accommodation, support and general welfare to students; and continues by having consistent procedures in place for all stakeholders to follow. Adequate training and support are also provided to ensure compliance with procedures.

2. Procedure

When selecting and screening a potential Homestay family our team will comply with all relevant legislation and be satisfied that the potential Homestay family can care for the student in a safe and secure environment. This includes the provision of age appropriate support and supervision for a child or adolescent attending school and adjusting to living in a new environment.

To be considered for selection in ESI's Homestay program, all prospective Homestay families must sign and agree to our homestay agreement and meet the criteria set out in the homestay offer.

The homestay families must also adhere to our policies and procedure, Code of Conduct and follow relevant college or school guidelines. In selecting a Homestay family, ESI will ensure Homestay families:

- Undergo a full home interview and inspection which meets the criteria for a safe environment. The home must meet good hygiene standards and provide the required services for meals, laundry etc.
- Agree to and have undergone appropriate screening including a 'Working with Children' check as required by Queensland legislation.
- Hold and maintain a current blue card _ No student will be placed with a Homestay family until they and any other residents over 18, hold a Blue Card provided by Blue Card Services.
- Are interviewed and assessed by our trained homestay coordinators.
- Profiles, sent to school for final approval.
- Receive and understand comprehensive 'Homestay Information Pack' including the 'Homestay Handbook and policies' to ensure their student has a fulfilling Homestay experience.
- Can provide student with suitable accommodation WIFI and a stable environment for the duration of their stay.
- Ensure Safe travel to and from school daily
- Are aware of, the students approved activities granted by the students parents and listed in the students' profile. Will effectively manage potential risks associated with the approved activities
- Agree to all monitoring conducted by ESI and partnering schools.
- Homestay families will comply with new Smoke Alarm Legislation.
- Pool Fences will meet Queensland Development Code Mandatory Part 3.4.



Blue Card Policy



Blue Card Screening and Maintaining for Eastern Shores International.

1. PURPOSE

To ensure all children in our care are safe from harm and to meet the Working with Children (Risk Management and Screening) Act 2000 (Act) requiring all Staff and Volunteers working or caring for children under 18 years of age hold a current Blue Card Working with Children check. As a homestay provider Eastern Shores International must implement procedures to comply with the Blue Card system. The purpose of this procedure is to describe our administrative processes relating to the Blue Card system in compliance with the Act.

2. PROCEDURE and RESPONSIBILITIES

Please Note: Please note that ESI cannot make it a compulsory requirement for employees or volunteers to hold either card unless they are providing child related services that are regulated by the Act.

2.1. Employees, Volunteers and Directors are responsible for:

- All members of ESI are aware of their obligations and comply with those obligations placed on them by the Act. Information is available on Blue Card Services website at the following the below link: www.bluecard.qld.gov.au
ESI also encourages all employees, volunteers and directors to undertake their own research and seek their own advice., but unless you hold a blue card you cannot care for our students U'18 in any situation.
- Unless a person meets the requirements of the Act, a person is unable to work as an employee or volunteer with children under 18 with Eastern Shores International.
- ESI Directors and staff will follow the No Card No Start rule commencing on the 31st August 2020, if you have a long-term student and your Blue Card expires your student will be relocated until you hold a Blue card once more.

2.2. As the Directors of ESI we are responsible for:

- Enforcing No Card No Start law
- Overseeing ESI's compliance with the requirements of the Blue Card system.
- Maintaining ESI's register detailing the Blue Card and Exemption Card for all Staff and Volunteers working or caring for children under 18 years of age.
- Acting as the designated contact person with responsibility for managing Blue Card and Exemption Cards within ESI's database for all employees, students, and volunteers.

2.3. The Directors is responsible for:

- Managing the Blue Card and Exemption Card application and renewal processes for all employees, students, and volunteers under the ESI homestay banner.
- Maintaining a register, of all Blue Card and Exemption Card information for all employees, students, and volunteers under the ESI homestay banner.
- To maintain and comply with the Working with Children (Risk Management and Screening) Act 2000 (Act), all Blue Cards are saved to the family's files and a flag notifying us of an upcoming expiry will appear on the home screen. Families not holding a current BLUE CARD will not be able to host any students under 18's all members in the host family over 18 must hold a current BLUE CARD or Exemption Form.

3.1. Blue Card requirements within ESI - Who is required to obtain and hold a Blue Card?

- All ESI employees who are responsible for placing or assigning students under 18's
- Host Families, volunteers, and all family members over 18yrs when providing homestay for a student, both the person providing the homestay, as well as **every adult occupant** of the home, must hold a blue card.

3.2. Who has Exemptions from holding Blue Cards under our homestay banner?

- A person under 18 years old, residing in a home providing a homestay service.
- A visitor (not residing in) home where a homestay service is provided – such as a friend or family member staying overnight.
- A relative providing homestay services to a child – such as an aunt looking after their niece.
- A temporary (not resident) homestay student who turns 18 during their stay.
- An adult international student (18 years or older) who is temporarily staying but not residing and has no formal identity listed at the home where homestay service is provided.
- A foreign teacher accompanying a study group who does not provide any other services or activities to other children in Queensland.

3.3. Who has an Exemption from Blue Cards?

- The following occupations must apply for an exemption card which now has an expiry date _Police Officers, Teachers Registered teachers (with current QCT registration, Registered Health Practitioners including Psychologists Occupational therapists Chiropractors Optometrists Dentists Osteopaths Doctors Podiatrists Nurses Pharmacists Physiotherapists Registered Health Practitioners)
PLEASE NOTE: You must hold an exemption and be linked to an organisation if providing other child related services Homestay is a child related service and must be Link to our organisation if you're unsure please call Blue Card Services on - 1800 113 611.

3.4. Blue Card requirements on commencing Paid/Voluntary work

- Paid employees can commence working with ESI once they have lodged with Blue Card Services but not have contact with under 18's until BLUE CARDS are received.
- Host families as Volunteers can only commence hosting under 18's once they have been granted a Blue Card.

Important Note: It is an offence for an employer to employ or continue to employ a person in child-related work or for a person to carry on a child-related business without a current Blue Card. People who fail to comply with the Act may be subject to penalties.

3.5 Cost of obtaining a Blue Card

- The requirements to hold a Blue Card when working with children and young people it is mandated by the Act and it is therefore a condition precedent to apply for and/or hold a position at ESI. For this reason and as Blue Cards are issued to, and in respect of, individuals and are transferable between and is transferable between employers, employees are responsible for paying for all Blue Card fees.

(b) There is NO COST for volunteers/host families Blue Card application

(c) Blue Card application forms can be obtained online from the following website, and filled in online www.bluecard.qld.gov.au/applications/need-to-apply-for-card.html

All contact staff members will hold a paid Blue card. All Host families, volunteers and students will hold a Volunteer Blue Card or exemption, unless needing a paid Blue card for work.

3.6. Applying for a Blue Card with Eastern Shores International:

Step 1: Host Families to apply online for a current Blue Card, and all Family members over 18 years of age living in the home.

Step 2: ESI staff will conduct a homestay screening interview including a full home visit.

Step 3: ESI must accept you to host our under 18's student prior to accepting you under the homestay banner.

How to apply: Check the following website to understand your full obligations - www.bluecard.qld.gov.au

1. Applications for Blue Card is all completed online through the Blue Card Website QLD.
2. It prompts new applicants to Register, entering all relevant information for the person applying.
3. Once you have Registered for a Blue Card, the online system will give you an ACCOUNT NUMBER, that needs to be linked with EASTERN SHORES INTERNATIONAL in our ORGANISATION PORTAL. Your Identification is linked with TMR (Department of Transport).
4. Once you have been linked, by a Staff Member from Eastern Shores, you can then continue to complete the Application for Volunteer Blue Card.
5. Once submitted online successfully, you will receive confirmation stating a Reference Number, for your own records.
6. A BLUE CARD will be issued to you within a few days, notified to applicants by email, and posted to you by mail.
7. Eastern Shores will be notified via the ORGANISATION PORTAL.

Organisation details:

Name of Organisation	Eastern Shores International Homestay
Organisation ID	252488
Postal address of organisation:	31 Meadow Way Upper Coomera, Qld 4209
Just 1 contact please - Either - Contact person's name:	Bronwyn Eklund or Margaret Hili
Contact person's position:	Director
Telephone: 0423374908	07 55545656 / 0423374908
Email:	info@esinternational.com.au

3.7 Renewing a Blue Card

To renew a Blue Card, persons are required to follow the steps above on how to apply for a Blue Card. If already registered in the Blue Card system, a new application is required to be completed to renew their Blue Card and keep their obligations up to date. Visit www.bluecard.renewal@qld.gov.au

3.8 New Employees, Host family, Volunteers and Students

Step 1: If any person listed above holds a current Blue Card (i.e. they applied and obtained the card through another organisation) The directors will need to validate their card online in our Organisation Portal and LINK them. Note: details exactly as they appear on the Blue Card must be entered, including their date of birth.

Step 2: Directors in conjunction with the new Employees, Host family, Volunteers and Students, need to make sure all parties are linked with Eastern Shores International, before hosting a child under 18 years of age, in their home.

3.9 Applying for an Exemption

Step 1: Teachers who provide Homestay for under 18's as it is a child related service which falls outside their professional duties as a teacher, they are required to apply for an Exemption Blue Card. There is no fee to apply.

Step 2: It is the responsibility of the Teachers and ESI to ensure an Exemption Card is applied for when providing homestay for Under18" s. Alternatively, the teacher may lodge the form with Blue Card Services themselves but must provide a lodgement receipt to the ESI within 48 hours of lodgement.

Step 3: Eastern Shores International will note and record the expiry date of each Exemption Card in our register. All completed online through the Blue Card Website.

PLEASE NOTE: An Exemption Card will be granted unless the person has a criminal history that requires a further assessment of their eligibility. The Exemption Card remains valid while a person remains a teacher or police officer, unless cancelled or suspended earlier.

4. Managing changes in police information

Step 1: A Blue Card holder must immediately disclose to ESI if there has been a change in their police information. On receiving this disclosure, the directors must not allow the person to continue to provide homestay or supervising of our international students, without submitting the Change in police information

notification form to Blue Card Services. Failure to comply with this requirement by either party will attract penalties under the Act.

<https://bluecard.qld.gov.au/pdf/forms/DJAG027-CH-Change-in-police-information-notification.pdf>

Step 2: Please note that a person's police information changes if:

- they are charged or convicted with an offence, whether a conviction is recorded;
- they become a respondent to, or subject to, an application for a child protection prohibition order or disqualification order; or
- they become subject to reporting obligations under the Child Protection (Offender Reporting) Act 2004 (Qld) or the Dangerous Prisoners (Sexual Offenders) Act 2003 (Qld).

4.1 Managing changes in Blue Card holder's personal information

Step 1: Blue Card holders are required to notify Blue Card Services about any changes to their personal details within 14 days. Penalties for failing to comply may apply. To update contact details, https://www.bluecard.qld.gov.au/updateContact_form.aspx

Step 2: An ESI team member becomes aware of a change in a Blue Card holder's personal details, they must ensure the holder has submitted the required form to Blue Card Services within 14 days of becoming aware of the change or failing which, inform Blue Card Services of the change themselves. Penalties for failing to comply may apply.

Step 3: ESI will update the Organisation Portal that an applicant/cardholder under ESI is no longer providing homestay or care for Children under 18 in our Homestay.

<https://www.bluecard.qld.gov.au/pdf/forms/DJAG013-No-longer-with-organisation-for-organisations.pdf>

4.2 Managing notifications from Blue Card Services in relation to high-risk individuals

Step 1: Blue Card Services will notify Eastern Shores International, in writing, when:

- an application has been withdrawn or has resulted in a negative notice or negative exemption notice;
- A Blue Card holder or Exemption Card holder has their card cancelled or suspended; and
- Notification in relation to a serious change in criminal history is received from Blue Card Services.

Step 2: If Eastern Shores are Notified, they will notify all Directors and place urgent notes on the family file, register and if hosting Under 18's at the time re allocate the students to a new homestay.

Please Note: If an individual has a card cancelled, suspended or received a negative notice after a change in police information, ESI will flag the family and immediately place them in not hosting. If the incident is against an employee or students, this person will no longer be able to have any contact with Children under 18's unless a clearance is given by Blue Card Services.

4.3 Confidentiality of Blue Card records

Step 1: ESI will retain a copy of all documents sent to and received from Blue Card Services. However all communication is accessible via the Organisational Portal, and updated in our Database.

Step 2: Unless required to be disclosed by law, ESI will retain the following records confidentially, through the Portal.

- a negative notice;
- any change in status to a Blue Card/Exemption Card (such as a change in police information, or the cancellation or suspension of a Blue Card/Exemption Card);
- where there has been a change in police information, the date that BCE informed Blue Card Services;
- where an employee leaves ESI, the date that ESI informs Blue Card Services; and
- any change to an employee/volunteer's personal information provided to Blue Card Services, including the date that they informed Blue Card Services of the change.

General statement: This policy is to keep us in line with the procedures required by us; Working with Children (Risk Management and Screening) Act 2000 (Qld). We will update this policy when required to stay compliant with the current Act.

CHILD PROTECTION

PURPOSE - ESI wishes to provide a safe environment for all children placed in our care. Our team will always follow the policies and procedures to safeguard the wellbeing of all students and protect them from threats or perceived threats of harm in line with Child Safety Act 2000.

Procedure – Eastern Shores International Homestay through our Blue card, selection and monitoring process have taken steps to ensure to minimise or remove protentional harm to all homestay students but have put in place appropriate reporting plans should an incident occur.

What are the protentional risks? Child abuse is action, behaviours, or inaction by an adult towards a child or young person that harms or endangers the child. A child is any person under 18 years of age.

Scenario	Assess risk level: How damaging? How likely?	Consequence	Current controls to manage these risks	What's missing?
Student alleges sexual abuse	Possible	Extreme	<ul style="list-style-type: none"> • Blue card screening • ESI Interview • Referee check • Student homestay evaluations • Monitoring 	Confirm any other guests staying at residence.
Student alleges emotional/physical abuse	Possible	Moderate	<ul style="list-style-type: none"> • Blue card screening • ESI Interview • Referee check • Student evaluations • Cultural workshops • Monitoring 	
Student is asked by host family to share bedroom	Possible	Moderate	<ul style="list-style-type: none"> • Interview family • Refer family to ESI host family guidelines • Emergency backup families in place 	Family dynamics may have changed i.e additions to family, maybe hosting second student
Critical Incident	Possible	Extreme	<ul style="list-style-type: none"> • Refer to critical incident policy 	

Reporting Procedure for any allegations:

Step1. Complete all details on the Incident Report – Incident report is below

- The ESI team member must be precise and write the report only as it is told to them.
- Talk to all parties separately so person is not intimidated

Step 2: Using the Incident Procedures sheet, carry out all relevant tasks – Incident report is below

Step 3: Ensure data is put into the database and all documents are scanned into the host families/students' individual files and backup on the external hard drive

Step 4: Notify all relevant parties

Step 5: Notify Blue card services if required

Please note: The ESI team member cannot put their own opinion or feelings into completing the form it must be factual to what is reported. Do not use leading questions.

ESI Team member:

Phone number: ()

Student name: _____

Details of incident reported (*if insufficient space please attach additional pages*):

[illegible]

INCIDENT PROCEDURES SHEET			
Tasks	Done or N/A	Date	Comments
Confirm student's and host family's identity			
Notify school or agent			
Access students risk level and move student to safety			
Complete incident forms with all parties			
Directors to meet and discuss action required			

Monitoring Policy

1. PURPOSE

For Eastern Shores International Homestay to ensure a quality homestay service through documentation whilst demonstrating ongoing contact and duty of care obligations with all students and host families.

2. PROCEDURE _Student and families

- Contact student and host family during the first week of student arrival at homestay to check on satisfaction with arrangement. Offer ongoing pastoral care and reiterate Eastern Shores International (ESI) contact details and 24/7 support system. Obtain student mobile number and email address if possible. Make notes in monitoring book of any positive and negative information given by student and host family. Consult with school as homestay coordinator for all matters requiring attention.
- Ensure you give all students the emergency contact details to contact the ESI 24 hours per day.
- Email or contact family by phone if any adjustments or concerns arise.
- Advise School of dates that scheduled home visits will be completed. The ESI coordination will send through a report and the evaluation forms completed by the students and families twice a year. Identify any concerns to the School's Representative.
- Maintain contact with the student and host family on a regular basis.
- Maintain contact with the school and work together to provide full support to each student.

2.1 PROCEDURE _Home monitoring inspection process

- Contact Host Family to arrange a suitable time to conduct a homestay visit and evaluation
- Prepare Inspection documents for family, student, and self
- Check Previous Homestay Monitoring documents if applicable
- Camera
- Business Cards
- Pens or tablet
- Support documents for families or student if required cultural, recipes etc

At appointment -

- Arrive on time, greet family politely and supply business card.
- Give run down of procedure
- Commence tour
- View the student bedroom and all communal living rooms.
- Make notes on Home Monitoring Inspection form.
- Allow private time for all parties to speak openly and answer all questions
- Thank family and student for their time and assistance and leave.
- On return to office enter all details into relevant files and the data base
- Discuss any concerns with School representative at time of visit and place in report for school. If any immediate concerns we will contact the School representative.

HOMESTAY MONITORING FORM

HOST FAMILY NAME:		
Date:	Time:	
STAFF NAME CONDUCTING:		
STUDENT BEDROOM		
One of the normal bedrooms of the house	Y	N
An operational window with blinds or curtains	Y	N
A closable lockable door to the bedroom	Y	N
Clean/Dirty	C	D
Tidy/Untidy	T	U
Fresh & Airy/Stuffy & Unventilated	FA	SU
A comfortable bed with base & mattress	Y	N
Adequate bed linen	Y	N
A normal size desk	Y	N
A lamp	Y	N
Adequate lighting in the bedroom	Y	N
Floor covering	Y	N
Storage space provided for student clothes and possessions	Y	N
Provision for warmth/cooling adequate to weather conditions	Y	N

CHECKS FOR FAMILY MEMBERS		
Check id family dynamics have changed	Y	N
Does English continue to be used as the first language in the home	Y	N
Sight the rules and safety procedures if they have changed obtain a copy	Y	N
Any changes re. pets	Y	N
Any changes re. diet	Y	N
Any changes re. attitude towards student	Y	N
Any changes re. attitude towards homestay program	Y	N
Discuss any concerns, i.e. cultural, house rules, curfew times, safety issues etc.	Y	N
Answer any other questions from the family	Y	N

COMMUNAL BATHROOM/RESTROOM		
Is the room Clean/Dirty	C	D
Is there window covering/frosted glass	Y	N
Are there locks on the doors	Y	N
Is hand wash provided	Y	N
Are clean towels available	Y	N
Is the shower Clean/Dirty	C	D
Is the bath Clean/Dirty	C	D
Is the toilet Clean/Dirty	C	D
Do the taps work	Y	N
Does the toilet flush	Y	N
Does the home have a pool does it comply with standards	Y	N
Does the home have interconnected smoke alarms as to Australian standards.	Y	N

OTHER COMMUNAL AREAS		
Are the rooms Clean/Dirty	C	D
Are there any visible signs of concern, i.e. exposed wires, blocked exits etc.	Y	N

ADDITIONAL INFORMATION		
Does the school journey take less than 30mins	Y	N
Do the family understand and agree to the Homestay Code of Conduct as set out in the Homestay family guidelines	Y	N
Do the homestay family have written permission from the owner of the rental property to host students	Y	N
Do the family understand the taxation implications of hosting students	Y	N

BLUE CARD INFORMATION				
Surname	Given names	Blue card Number	Expiry Date	Renewal Date

Internet____, Bedroom#____, Bed size____Max Students____, GF/SC____, Student Bathroom____, Student Lounge/TV____

Extra Notes please record below:

STUDENT HOMESTAY EVALUATION FORM

Eastern Shores International takes this opportunity to thank you for using our Homestay Service. We hope you are enjoying your time with your host family. Please complete this evaluation form. Your comments will remain confidential and will **not** be passed to the host family.

Please feel free to express your comments at the end of this evaluation.

Student Name:		
Host Family Name:		
Please answer the following, and tell us if you strongly agree or disagree with the questions below and answer where required?		
	Disagree	Agree
I like living with my Host Family		
My Host Family welcome me into their home		
My Host Family are kind, caring and helpful		
My Host Family help me to adjust to living in Australia		
I enjoy the meals my Host Family prepare for me		
My Host family and I talk together often		
The Host family and I do things together at home and outside?		
Are you able to study quietly at your Homestay home?		
My travel time to and from school is reasonable?		
Overall, are you enjoying your Homestay experience?		
What is your favourite part of staying with your Homestay Family?		
GENERAL COMMENTS Any further feedback regarding your homestay experience would be appreciated?		
Signed:	Date:	
<i>Eastern Shores International would like to THANK YOU for taking the time to complete this form.</i>		

Student's name:						
Questions (please place a tick to the appropriate rating)		Excellent	Good	Fair	Poor	Any comments
STUDENTS BEHAVIOUR						
From your observation how would you rate your student's behaviour?						
How would you rate your student's health at the moment?						
What is your opinion of the student's respect for family guidelines?						
What is your opinion of the student's politeness and courtesy?						
What is your opinion of the student's tidiness and cleanliness in their bedroom, bathroom, and common areas?						
How would you rate your student's willingness to help out in the home?						
What is your opinion of the student's interaction during meal times?						
From your observation how would you rate your student's night time curfew?						
FAMILY INTERACTION						
What is your opinion of the student's interaction with your family members?						
How would you rate your student's willingness to communicate in English?						
What is your opinion of the student's willingness to participate in family activities?						
PICK UP / DROP OFF (If applicable)						
What is your opinion of the student's punctuality to and from school?						
What is your opinion of the student's communicating in English to and from school?						
Are there any comments you would like to share with us?						
Date:		Host parent to sign:				

Critical Incident Policy

1. PURPOSE

Eastern Shores International Homestay recognises the duty of care owed to its students and partners to have a plan in place to manage a critical incident

Note to staff: Firstly, it will be the hardest problems to face for all involved and needs to have clear guidelines and procedures. What is a “critical incident”? Defined as an event that causes individuals to experience a strong emotional reaction that interferes with their usual coping skills. The event has a level of trauma that is beyond the normal “living” experiences of those affected. The resulting stress reaction may include emotional, physical, behavioural and cognitive changes evident either at the time of the incident or later. The impact of a critical incident may affect any member of the homestay program, not only those most directly involved.

List of Critical Incidents we may face

- Death of an International student or close family member
- Attempted suicide
- Life threatening injury/illness
- Child abuse
- Physical violence of any kind including – neglect, emotional or psychological harm
- Mental health crisis
- Drug/alcohol overdose
- Natural disasters causing direct harm to student or homestay
- Incident at place of student causing harm
- Contacting homestay students in case of family emergency
- Manmade disaster causing harm or danger to the student long term or short
- Infectious disease
- Hostage /kidnapping situation
- Missing person

2. PROCEDURE and RESPONSIBILITIES

Step 1. Complete details on our critical Incident report (report can be seen on following page)

Step 2. Complete all steps on the critical incident checklist (report can be seen on following pages). In most cases ESI has joint duty of care for some students, Contact the partner with the duty of care asap.

Step 3. Complete the critical Incident register (report can be seen on following pages)



Critical Incident Report

Name of person completing this form:					
Date:		Time incident reported:			
Person recording incident:					
Person reporting incident:					
Students Identity:					
All Students Contact Details:					
Homestay family identity:					
Contact Details:					
Education provider:					
Educational Contact Person details:					
Nature of incident:					
Outline clearly what happened, where, who was involved and the current situation:					
Information from hospital or police (if relevant):					
Name of Officer:		Date:		Time:	
Contact details:		Case Number:			
Hospital contact details:					
Date:		Time:			
Record any advice or information provided by the education provider					
Recorded by:			Date:		
Follow up action for all parties:					



EASTERN SHORES
INTERNATIONAL

PROVIDING A HOME AWAY FROM HOME FOR INTERNATIONAL STUDENTS AND VISITORS

Critical Incident Checklist

Tasks	Responsible Person	Date Completed	Remarks
Completed Critical Incident report and gathered all information to confirm identity and facts.			
Assign ESI team and duties			
Notification of critical incident to all duty of care personal, school, institutes, or agents.			
After clear discussions with all parties make notifications with Kin			
Contact or gather information from Emergency services. Keep in close contact and update all parties as necessary especially if key facts change.			
Protect all parties with media plans			
Contact the consulate asap to help the family			
Support the Student and/or students' family from the beginning through every process			
Arrange all services needed or required for the critical incident. For example, but not limited to counselling, accommodation, Interpreters			
Send appropriate correspondence after the incident			
Write a final report and evaluation and ensure all documentation is stored safely and securely			



PROVIDING A HOME AWAY FROM HOME FOR INTERNATIONAL STUDENTS AND VISITORS

Critical Incident Registers	
1	2
3	4
5	6
7	8
9	10
11	12
13	14
15	16
17	18
19	20
21	22
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85	86
87	88
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93	94
95	96
97	98
99	100

[illegible]

Complaints and Grievance

1. PURPOSE

To promote the prompt resolution of grievances by consultation, cooperation, and discussion to reduce the level of disruption.

Please Note: We only handle homestay matters any matters concerning school will be passed on to the school for them to address under their policies and procedures

PROCEDURE _Student and families

Our procedure applies to disagreements between the student and the host family affecting the home environment and the individual.

Stage 1:	In the first instance the aggrieved party shall inform Eastern Shores International (ESI) of the grievance and ESI shall attempt to resolve the grievance.
Stage 2:	If the grievance remains unresolved, a meeting will be arranged between the student, the homestay family, and a member of ESI on 'support duty' (as mediator) to resolve the grievance.
Stage 3:	<p>If the grievance remains unresolved a change of homestay will be offered.</p> <p>ESI shall ensure that the grievance shall be investigated in a thorough, fair, and impartial manner.</p> <p>ESI can choose to inform the legal authorities in the event of any impropriety.</p>

ESI Meeting our statement:

- Ensure we listen to the needs of our partners and students
- ESI will interview all host families before they are accepted to provide homestay
- All adults living in the host family home will be screened by the Commission for Children and Young People.
- All host mothers and or fathers will sign an agreement to comply with the Homestay Guidelines and policies within.
- All host families will be closely monitored using methods including inspections, evaluations, and blue card screening
- All students and host families will be issued with ESI homestay emergency contact numbers
- All legal guardians of students under the age of 18 will complete and sign a Parental Permission document
- Taking anything a young person says seriously and following up their concern
- Adhere to Covid Safe Procedures within the community and follow current Government protocol

ESI ETHICAL STANDARDS

In arranging homestay accommodation for homestay students placed by Eastern Shores International (ESI), our team guarantee to:

- Familiarise themselves with the culture and education philosophy of the homestay programs/homestay students through in-service support and individual awareness
- be aware of the needs of the homestay 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 homestay students
- adhere to non-discriminatory practices set out by ESI homestay 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
- translate, where possible, information appropriate to the homestay students' communication needs and their level of understanding
- put the best learning interests of individual homestay students above all other financial and organizational 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 about the provision of homestay care and meeting the needs of homestay student
- maintain the confidentiality of homestay hosts and homestay students' right to privacy under the terms of privacy and anti-discrimination acts.

BEST PRACTICES

In arranging homestay accommodation for homestay students placed by ESI the homestay program our team guarantee to:

- ensure all homestay students under the age of 18 years are placed in appropriate families that meet all legal requirements including possession of blue cards
- provide ongoing support to homestay hosts and homestay students as necessary
- advise homestay host 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 homestay program and provide an orientation of the expectations/requirements of the program
- visit each homestay host and place each homestay student in a home which is, to the best knowledge and belief, a safe and suitable home for the homestay students
- ensure matching student to homestay process is conducted in a fair and ethical manner to obtain best outcome for student and host family
- ensure host families use English as a first language
- encourage networking contacts to ensure the quality of all providers enlisted in the program is maintained
- monitor the number of household members to homestay student ratio
- ensure payment arrangements are confirmed with the homestay hosts
- follow up any complaint made by homestay students/providers within a maximum of one business day, earlier if the problem is urgent.
- respect and be responsive to the beliefs and diversity of cultural requirements of homestay hosts and homestay students by providing alternative accommodation immediately if it is believed that the welfare of the homestay student, or host, may be at risk
- provide on-going support for homestay hosts and homestay students as necessary and ensure that all parties are aware of the wide range of support services available within ESI and provided through homestay student support services, health services, counselling services, sexual harassment contact network and grievance resolution procedures
- advise stakeholders about issues in relation to taxation, insurance and legislation including legislation changes
- interact effectively and co-operatively with other departments within and outside ESI homestay
- act openly and professionally in all dealings with other homestay hosts and institutions
- ensure that the confidentiality of homestay hosts and homestay students is preserved under the terms of privacy and discrimination acts
- undertake process and impact evaluations, i.e. conduct surveys periodically (6-12 monthly), with homestay hosts and homestay students to ensure that standards and requirement of homestay student placement is met under the basic ethical guidelines