

Policy Name:	Homestay Guidelines for Families
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Approved by:	Director Compliance and Training Management
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Audience:	Charlton Brown College Staff, Students and Community
Contact Officer:	Welfare Officer
Related Documents:	
Legislation:	Overseas Students Act 2000 , Education Services for Overseas Students (Calculation of Refund) Specification 2014

As Homestay Host you must:

- 1. Make yourself and your Home available to your Guest.** You must be a permanent resident of the home and be available to your guest on a reasonably frequent basis. You must specifically be present at the Home when your Guest first arrives or arrange for a trusted friend or family member with a current Police Check (and/or Working with Children Check if your Guest is Under 18) to be present. Your Guest should always have internal access to the Home, meaning you must provide a key, security code or other means of entry in case you are not present at the Home at any time. Your Guest should also be able to contact you within reasonable hours. You must notify the homestay provider if you are hosting more than 2 guests at any one time.
- 2. Help your Guest settle in to a comfortable and safe Home.** This means providing a structurally sound, clean, private, single occupancy bedroom accessible from within the Home, with a secure door, and which is comfortably cool/warm depending on the season. Your Guest must have a suitable bed, sheets, desk, desk chair, lamp, and proper hanging space with drawers. Your Guest must have access to laundry facilities and lockable bathroom and toilet facilities. Make your Guest aware of the layout of the Home, any instructions (for household appliances or amenities such as a pool) and clearly explain your household rules. Your Home must be fitted with working smoke detectors and comply with all local council regulations. Always ensure that you respect the privacy of your Guest and never engage in any physical contact under any circumstances.

It is your responsibility as the Host (as well as any other applicant named on your application form and registered by the homestay provider as a Host) to ensure all residents in your Home abide by the obligations outlined in this Policy. This includes residents under the age of 18.

- 3. Provide healthy food for your Guest.** This means preparing adequate healthy meals in accordance with the agreed meal plan detailed in the placement report, with at least one meal per day consisting of meat/other protein, vegetables, and rice/noodles. Ensure you have adequate grocery items for any meals (breakfast or lunch) that your Guest may be required to prepare themselves and take the time to show them what to do. For example, meal options, please visit <https://www.australianstudentaccommodation.com.au/information>
- 4. Help your Guest to access or organise important services.** This means showing your Guest how to use your telephone and internet services or helping them to sign up to short-term services in their own name. You should also help your Guest open an Australian bank account or set up online banking if necessary.
- 5. Show your Guest around the community.** Help your Guest to understand the route to and from their Education Provider or other relevant venue. If this involves public transport, show them

how to buy transport tickets. Make your Guest aware of places of interest within the community such as shops, parks, and important services such as banks, post offices and local police stations. Also ensure they know the emergency contact number is 000.

6. **Include your Guest in normal activities and help them to learn.** Your Guest's privacy is important, but you should make a genuine effort to involve them in your Home and community. Be flexible, sensitive, and patient when communicating with your Guest and use clear, understandable English.
7. **Assist your Guest to seek medical or dental attention as necessary.** If your Guest is sick, you must assist them with seeking medical treatment, including arranging appointments and transportation if required. If necessary, you must notify the Education Provider of the dates and times of any leave required to attend appointments and assist your Guest to get a proper medical certificate. If necessary, call 000 for urgent medical attention. While we ask Guests to disclose information regarding illnesses prior to arrival, we cannot guarantee they are up to date with the recommended vaccinations. We suggest contacting your Guest prior to arrival if you are concerned about health risks.
8. **Maintain valid clearances and notify the homestay provider of any changes to residents.** Hosts must list all residents in their profile and immediately notify the homestay provider of any changes. To participate in the homestay program, all Hosts and residents are required to obtain the relevant Working with Children Check and/or Police Check for their State/Territory and ensure these remain valid. Details of State/Territory requirements can be found at <https://aifs.gov.au/cfca/publications/pre-employment-screening-working-children-checks-and-police-checks/part-overview>.
9. **Pass initial and ongoing Interviews and Inspections.** Hosts are required to complete and pass an interview and home inspection before they are made live and ready to take their first guest. The homestay provider will conduct regular ongoing inspections, at various periods depending on the age and needs of the guest(s), whilst a host is actively hosting.

If you are hosting an international guest directly or from another homestay provider, they are not required to obtain clearances, however, you must sight their visa for validity and let the homestay provider know immediately if you have any concerns.

Hosts must notify the homestay provider in advance of any overnight visitors or new residents coming into the home so that appropriate action can be taken.

10. Understand the extra responsibilities of hosting International Students under the age of 18.

This means:

- (a) only hosting other Guests, or students of any institution, that are the same gender as your Guest.
- (b) enforcing the curfew set by your homestay provider (typically 10pm unless otherwise advised) or the Education Provider and notified to you by the homestay provider. You must notify the homestay provider immediately if there is a breach of curfew.
- (c) notifying the Education Provider if your Guest will be absent for the day and notifying the homestay provider if you believe there has been excessive non-attendance at the Education Provider.
- (d) keeping the homestay provider, the Education Provider and Guardian informed of any issues or concerns relating to your Guest.

(e) never leaving your Guest alone at home overnight or without an approved adult who has a current Working with Children Check and/or Police Check and notifying the homestay provider immediately of any overnight visitors who are not permanent residents with the appropriate checks.

(f) always providing the homestay provider with at least 2 weeks' notice if you will be going on holidays without your Guest so that a suitable temporary homestay can be arranged.

(g) never allowing your Guest to sleep at another location overnight or go on a holiday without obtaining the permission of the Education Provider and notifying the homestay provider.

(h) if you wish to take your Guest on holidays, you must seek approval from your Guest's Guardian/Education Provider first and advise the homestay provider.

(i) immediately notifying the homestay provider of any incident or allegation of child abuse including:

(i) any act committed against a child involving –

i.i. a sexual offence; or

i.ii. an offence under section 49B (2) of the Crimes Act 1958 (grooming); and

(ii) the infliction, on a child, of –

ii.i. physical violence; or

ii.ii. serious emotional or psychological harm; and

(iii) serious neglect of a child.

11. Help the homestay provider make the Homestay as enjoyable as possible. You must update the homestay provider immediately with any changes to your Home, your capacity to provide a safe and supportive environment for your Guest, or any concerns you have about your Guest. You may be required to assist the homestay provider in reminding your Guest to make payments to the homestay provider by the due date and method set out in their homestay provider Guest Agreement. The homestay provider does not permit Hosts to collect funds directly from your Guest. If a Host should enter a private arrangement with a Guest, they will be permanently archived.

12. Only use a registered vehicle with adequate insurance when transporting your Guest. When driving your Guest to their Education Provider or around the community you must hold a full valid Australian driver's license, drive with reasonable care, obey all laws and regulations, and not drive under the influence of alcohol or drugs. Vehicles used to drive your Guest must be road registered with valid Compulsory Third Party (CTP) insurance in your name. Motor vehicle accidents and injuries are not covered under the homestay provider insurance policy and should be claimable under your CTP insurance.

13. Homestay fees

A student living with homestay provider, must pay homestay fees for the full period of their course plus 1 week at each of the start and finish of their course.

If their course includes the December–January school holiday period, a student must pay either homestay fees for that period or the current homestay holding fee for periods of absence.

Except as outlined above, a student must pay homestay fees whether a student actually stays with the approved the homestay provider at the relevant time (for example, when a student is absent during periods of approved travel).

14. Failure to pay

If tuition fees are not paid in full by the due date, the college may apply unspent non-tuition fees (except homestay fees) towards payment of the unpaid tuition fees.

If a student fails to pay fees when due, the college may cancel their enrolment and their student visa may be affected. – (Refer to Charlton Brown Refund Policy)

Circumstance	Refund Amount
Visa refused	Refund of tuition and non-tuition fees paid, minus the lesser of either: \$500 or 5% of the amount of tuition and non-tuition fees paid, as required by Australian law (Education Services for Overseas Students Act 2000, Education Services for Overseas Students (Calculation of Refund) Specification 2014)
A student is no longer required to pay tuition fees (for example, you provide written evidence that you have become a permanent Australian resident)	Refund of unspent tuition fees
Homestay program	
A student withdraws from the homestay program and provides at least 14 days’ written notice.	Refund of unspent homestay fees.
A student withdraws from the homestay program and gives less than 14 days’ written notice.	Refund of unspent homestay fees calculated from the date 14 days after the day written notice is given.
Refund of unused homestay fees (applies to December-January school holiday period). Evidence of approved travel of Refund of difference between weekly homestay rate and homestay holding fee.	Refund of difference between weekly homestay rate and homestay holding fee.
Circumstance	Refund Amount
Seven nights or more must be provided with refund request form.	

Cancellation or default by the college	
The college cancels your enrolment before you commence the course. Refund of fees paid (tuition and homestay).	Refund of fees paid (tuition and homestay).
The college fails to provide your course at the location on the agreed starting day.	Refund of unspent tuition fees, as required by Australian law (Education Services for Overseas Students Act 2000, Education Services for Overseas Students (Calculation of Refund) Specification 2014).
The college ceases to provide your course before it is complete.	Refund of unspent tuition fees, as required by Australian law (Education Services for Overseas Students Act 2000, Education Services for Overseas Students (Calculation of Refund) Specification 2014).
Other cancellation or default	
Student confirmation of enrolment is cancelled because the college has reported the student for breach of their visa. Refer to the Charlton Brown Attendance Policy and course Progress Policy.	A refund of unspent tuition fees, calculated from the date 10 weeks after the date enrolment is cancelled.
The college cancels a student's enrolment after their commencement date. Refer to the Deferral, Suspension and Cancellation Policy.	A refund of unspent tuition fees, calculated from the date 10 weeks after the date enrolment is cancelled.
The college cancels a student's enrolment after their commencement date for breach of student visa conditions.	A refund of unspent tuition fees, calculated from the date 10 weeks after the date enrolment is cancelled.
Withdrawal by a student	
A student withdraws from the course at least 10 weeks before their commencement date	Refund of fees paid (tuition and homestay) less an administration fee to recover costs reasonably incurred as a consequence of the withdrawal.
A student withdraws from the course less than 10 weeks before their commencement date	Refund of unspent fees calculated from the date 10 weeks after the date written notice is given, less an administration fee to recover costs reasonably incurred as a consequence of the withdrawal.
A student withdraws from the course after their commencement date and provide at least 10 weeks written notice	Refund unspent tuition fees.
Circumstances	Refund amount

A student withdraws from the course after their commencement date and provide less than 10 weeks written notice.	Refund of unspent tuition fees, calculated from the date 10 weeks after the day written notice is given.
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15. Refund process

To obtain a refund, you must submit a completed refund request form (available on the Charlton Brown website) and provide supporting evidence (if required). A student does not need to apply for a refund if the college has failed to provide their course.

16. Payment of refunds

If the college fails to provide a student their course, the college will refund unspent tuition fees as required by Australian law within 14 days. Otherwise, the college will pay any refund within 28 days of receiving a students completed refund request form.

The college will deduct any money that a student owes the college from any refund that the college owes a student.

All refunds are determined by fee type and a student may not set off any refund amount against a credit amount for a different fee.

All refunds will be paid in Australian dollars to a student’s parents, legal custodians or as directed by them. However, if a student is over 18 and have paid the fees personally, the college will pay the refund to them.

The college will make all payments in accordance with the payment instructions provided by a student from time to time.

A student should contact the college at studentservices@charltonbrown.com.au if they need to update those instructions.

Version History				
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D1				New Policy developed
1.0	Director	April 2022	April 2022	Policy approved