

Homestay Host Standards and Code of Conduct for Over 18's

Note: This policy is subject to change from time to time. Please check all ISCA Policies on a regular basis for updates.

Reviewed 01 August 2021

This Agreement¹

Your Agreement with ISCA is comprised of:

- a) Your *ISCA Homestay Application*
- b) These Standards and Code of Conduct for Homestay Hosts; and
- c) The ISCA Risk Management (Child Protection) Strategy² (available upon request or on the ISCA website) as in effect at any given time.
- d) The laws in force in the State of Queensland, Australia govern this Agreement.

International Student Care Australia (ISCA), under the 2018 National Code has a responsibility to ensure the safety and well-being of all international Students³ engaged in the ISCA Homestay program. The following summarises the key responsibilities expected of an ISCA Homestay.

Definitions used within this Agreement are found at the end of the document.

Eligibility

All Homestay Hosts must:

- be a legally competent person over 25 years of age (not subject to Guardianship or Administration);
- be a Citizen or Permanent Resident of Australia;
- have no criminal record and otherwise be a fit and proper person of good reputation;
- not a bankrupt;
- be covered under a Homestay insurance policy in accordance with ISCA requirements; and
- adhere to all standards, policies and procedures as outlined in the Homestay Code of Conduct.

Compliance responsibilities

The Homestay must:

- Ensure the Homestay residence is suitable for habitation, complying with all applicable laws and standards in the State of Queensland and Australia. This includes regulatory and residential building codes including the fitting of photoelectric smoke alarms (AS 3786-2014) in the home and complying with current Queensland pool fencing and safety requirements.
- Ensure ISCA approved current Homestay insurance is maintained, including adequate Public Liability.
- ISCA must be kept updated with family contact details and any change in family circumstances.

Accommodation

Homestay expectations

- A safe, positive, inclusive (i.e. included in family activities), nurturing family environment.
- Tolerance, understanding and respect for Students' cultural and religious differences.
- Respect for the individual's right to privacy.
- If required, assistance in obtaining adequate medical attention.
- Encouragement to maintain contact with ISCA about any areas of concern.
- A general orientation to Homestay living including;
 - rules and responsibilities of communal living whilst in the Homestay;
 - Homestay meal times;
 - a general orientation to the local area and community facilities;
 - an orientation to public transport with guidance on getting to and from school/university; and
 - guidance on how to obtain a Go Card to access public transport

Homestay standards

- A safe, secure, private bedroom (with a door) for your Student's sole use that has:
 - suitable storage for clothes, personal belongings and study materials;
 - a free-standing bed with a mattress in good condition (bed size - minimum single);
 - clean weekly bed linen to be provided;
 - study facilities including a desk, chair and adequate lighting;
 - some form of heating in winter (if required) and cooling in summer (a ceiling or freestanding fan).
- A clean and tidy household with access to shared living areas.
- Access to (shared or private) bathroom/toilet facilities with reasonable time allowed for daily showers.
- Free access to the use of television, Wi-Fi passwords, internet facilities for standard use (music, movies, games not included in standard use).
- Non-standard internet usage is to be negotiated between the homestay host and Student.
- Access to household items such as towels, sheets, blankets and eating/cooking utensils.
- Use of household items as mutually agreed between family and Student for their appropriate use.
- Students provided free - any keys or alarm password/Pins required to access the homestay.

You must notify us in writing as soon as possible in advance if you propose to materially change your home (e.g. by renovating or relocating).

You must allow ISCA to inspect your home, with notice. In the event of an emergency or critical incident you must allow ISCA to inspect your home immediately.

Meals

*Option 1 – If student is on the Option 1 plan (3 meals per day, 7 days per week) you must provide your student with three meals each day and reasonable access to snacks.

*Option 2 – 2 meals per day/ 5 days a week and then 3 meals on Saturday and Sunday.

Option 3 – Board only with no meals supplied.

*All meals should be nutritious (include meat and vegetables) and in accordance with your Student's dietary and medical needs.

Pets

You must notify ISCA if you have a new pet addition or no longer have pets in your home.

Other residents

You must provide ISCA with up to date details of all residents in your home, including short term residents. You must notify ISCA as soon as possible, in advance, before a person moves into or out of your home.

Swimming

Please be aware that, regardless of their age, students may not be able to swim. You must exercise extreme caution and provide close supervision around home swimming pools, beaches and other bodies of water.

Conduct and behaviour

ISCA Student's Code of Conduct

We require your Student to comply with the *ISCA Student's Code of Conduct*. Students must:

- provide their Homestay host and ISCA with a current local mobile number;
- be accountable for their personal actions as agreed to under the ISCA Student Code of Conduct which they have signed prior to entering Homestay.

You must immediately notify ISCA if you suspect or become aware that your Student has been involved in a breach of the ISCA Student Code of Conduct (for example, drinking alcohol, use of illegal drugs, or smoking).

Behaviour management

You must notify ISCA if you encounter a behaviour management issue that you are unable to resolve informally with your Student. We have a range of strategies to assist you to deal with student misbehaviour. In serious cases, your Student's participation in the homestay program or their enrolment with the school may be cancelled.

You must never subject your Student to physical punishment or verbal abuse.

Homestay payments

ISCA will make homestay payments to you, in arrears, for the period that you host your Student in your home. The amount of the homestay payment and the dates covered are indicated in the letter you receive prior to a Student commencing homestay.

When your Student is away from your home for holidays, with their belongings kept safely in their room for their intended return, your homestay payment will be adjusted.

ISCA will notify you in the event to any change in the weekly Homestay payment rate.

If we overpay you, we may reduce your future homestay payments by the amount of the overpayment or require you to repay the overpayment to ISCA within 14 days. The overpayment will be a debt due and owing to ISCA by you.

You must **never** request homestay payments directly from your Student.

If you have a question or concern about your homestay payment, contact ISCA.

Relocating a Student

Immediate relocation by ISCA.

We may move your Student from your home immediately and without notice if we believe there are circumstances that warrant urgent action. Circumstances that warrant urgent action may include:

- if we suspect or become aware that your Student may be at risk of Harm⁴ (without conducting an investigation into the truth of any allegations or concerns);
- if there is a breach of this Agreement;
- if there is a breach of the Strategy;
- if you fail to ensure that the information we hold about you is correct, complete and current; or in an emergency or critical incident.

Relocation at Student's request

A Student can request to leave homestay at any time. If approved by ISCA, and we will notify you as soon as possible.

Regardless of the date a Student relocates you will receive two weeks payment from the date you are notified.

Relocation of Student at homestay request

If you are unable to host your Student for any reason you must notify ISCA as soon as possible.

If you are able, but would prefer not to host your Student you may ask ISCA to move your Student temporarily or permanently by giving at least two weeks prior written notice. We will use best endeavours to relocate your Student to a different homestay. Your homestay payments will cease as at the last night a Student stayed in your home.

We will not relocate Students at your request within the first four weeks of a homestay placement unless there are exceptional circumstances.

Safety and medical

Medical and emergencies

If an emergency or critical incident occurs, you must:

- a) obtain any necessary emergency medical assistance for your Student; and
- b) notify ISCA immediately.

Insurance and damage

- a) You must hold legal liability and property damage insurance. A copy of your Certificate of Currency must be sent to ISCA

Privacy

Your Student's privacy

You must respect your Student's privacy. This includes ensuring that your Student is provided with privacy in their bedroom and in the bathroom and toilet (e.g. all persons knock and seek permission before entering).

Your access to your Student's personal information is subject to information privacy law. You must not record, store, use or disclose (including on social media) your Student's personal information except:

- a) to comply with this Agreement;
- b) to comply with the Strategy;
- c) to communicate with ISCA,
- d) as required or authorised by law; or
- e) with the express consent of your Student

Your privacy

We collect your personal information when you apply to be a homestay host and, if your application is approved, we may use this information whilst you are registered as an ISCA homestay host.

We may record, use and disclose your personal information for the purpose of;

- assessing your application to become an approved homestay host;
- maintaining a register of approved and non-approved homestay hosts;
- administering this Agreement;
- administering the homestay program generally (including discharging our duty of care to Students in the ISCA homestay program);
- complying with Australian laws and
- ISCA's policies and procedures.

Where a Student is placed with you, there will be ongoing communication and exchange of information, including your personal information, between ISCA, you, your Student and your Student's education Agent and Education Provider. (e.g. Homestay family profile).

General

Complaints

If you have a complaint about your Student or the homestay program you may notify ISCA and we will try to resolve the complaint informally, in the first instance.

Release discharge and indemnity

You release, discharge and indemnify ISCA (including our employees, contractors, volunteers and agents) against all liability, loss, costs and expenses (including legal fees, costs and disbursements) ("Claims") arising from or incurred in connection with your or your Student's participation in the homestay program, except to the extent that the Claims were caused or contributed to by our negligent acts or omissions.

Compliance with laws

You must comply with any laws, standards or codes relevant to your obligations under this Agreement.

I have read and understand this Agreement setting out the expectations for Homestay whilst hosting with ISCA.

Homestay Name _____

Signed _____

Date _____

Homestay Name _____

Signed _____

Date _____

Definitions

In this Agreement, the following definitions apply:

“Agreement” means the contract between you and ISCA comprised of your Application to ISCA, these Standards for Homestay Hosts and the Strategy.

“Strategy” means the ISCA Risk Management (Child Protection) Strategy for Homestays developed and implemented under section 171 of the *Working with Children (Risk Management and Screening) Act 2000* as in force at any given time.

“Student” means the student that we place with you and whom you host in your home under this Agreement.

“Harm” means any detrimental effect of a significant nature on a person’s physical, psychological or emotional wellbeing (and includes self-harm).