



PROCEDURES TO MONITOR STUDENT WELFARE AND LIVING ARRANGEMENT

POLICY NUMBER: NC18-PP0018

RESPONSIBILITY: CAMPUS MANAGER/OFFICE MANAGER

- 1.0 Once students' welfare arrangement has commenced, WAIFS begins to monitor the suitability of the accommodation and welfare arrangements for students until students turn 18/when the CAWW period ceases using the "Under 18 Checklist" and in accordance with WAIFS Under 18 Student Management Policy.

Note: the National Code 2018 Explanatory Statement states: "Verification does not necessarily require a physical check of accommodation, although providers are expected to conduct an initial physical check as best practice."

WAIFS believes that its under-18 students are best served by the following:

- (i) A physical review of accommodation before initial approval
- (ii) A telephone call/Skype call at 6 months
- (iii) A further physical review of accommodation after 12 months
- (iv) Then repeated for additional 6 and 12 month intervals
- (v) Additional physical visits should be scheduled as required (e.g. someone contacts WAIFS with news that accommodation for an under-18 is not appropriate/the under-18 is no longer living in the accommodation and has not notified WAIFS.) – WAIFS Staff – *Please refer to the Campus Manager/Office Manager, Operations Manager, Managing Director or CEO for guidance.*

- 1.1 Interviews will be conducted by a suitable staff member of WAIFS with under-18 students to ensure they are complying with this condition. Students will meet with a suitable staff member of WAIFS to ensure students are happy with the arrangement. A suitable staff member of WAIFS will also remind students verbally the requirements of approved accommodation. Students will be encouraged to see a suitable staff member of WAIFS directly if they have any concern or issues with the arrangement.
- 1.2 Follow up meetings and interviews are also organised by a suitable staff member of WAIFS using the "Under 18 Checklist" on an ongoing basis or as required.
- 1.3 WAIFS has the right to cancel the arrangement and transfer the student to an approved homestay at any time should the need arise and if it is in the best interests of the student.
- 1.4 If a student transfers to another provider before the actual finish date according to the students CoE, WAIFS will report under National Code Standard 5.1.d that it can no longer approve of the arrangements for the student according to WAIFS's Cancellation of Enrolment/Transfer Policy.
- 1.5 If WAIFS suspends or cancels the enrolment of a student, WAIFS must continue to check the suitability of arrangements for that student until:
 - The student is accepted by another registered provider and that registered provider takes over responsibility for approving the student's accommodation, support and general welfare arrangements.
 - The student leaves Australia (an airline ticket and letter from parents confirming student is leaving Australia permanently).
 - Any relevant documentation that prove that other suitable arrangements are made that satisfy the Migration Regulations.
 - OR WAIFS reports under Standard 5.6.4 that it can no longer approve of the arrangements for the student (within 5 working days of the event).



- 1.6 If an under-18 student is found not living in an approved accommodation, actions below will be taken by WAIFS:
- The student will be asked to make an alternative suitable arrangement in 5 working days. The student is advised that WAIFS can organise a Homestay if the student cannot make alternative suitable arrangement.
 - If no action is taken by the student in 5 working days, a letter of intention to report for non-approval of welfare and living arrangement will be sent to the student. Parents will be informed after receiving the letter that:
 - i. A suitable staff member of WAIFS will have another meeting with the student.
 - ii. The student is requested to make a payment for the Homestay application fee as an agreement for WAIFS to organise a Homestay for the student
 - iii. If payment is not received within 1 week, WAIFS will inform the student that his/her living arrangement in writing is not approved and advise the relevant Commonwealth department via PRISMS.
- 1.7 Where a student is missing from their Homestay accommodation and cannot be contacted, WAIFS will implement its Critical Incident Policy and inform the student's parents and place a missing person report with police, if requested by the parents and when students do not contact the parents/WAIFS within 5 working days. WAIFS will report under National Code Standard 5.6.4 that it can no longer approve of the arrangements for the student in such circumstances.
- 1.8 Where a student is missing from approved carer's accommodation and cannot be contacted, it is the carer's responsibility to inform WAIFS. WAIFS will implement its Critical Incident Policy and inform the student's parents and place a missing person report with police when requested by the parents and when students do not contact the parents/WAIFS within 5 working days. WAIFS will report under National Code Standard 5.6.4 that it can no longer approve of the arrangements for the student in such circumstances.



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