



Citipointe
Christian College

INTERNATIONAL

HOMESTAY HANDBOOK

CRICOS Provider Code 00996F
ABN 15 072 238 554
Christian Outreach Centre trading as Citipointe Christian College
and Citipointe Christian College International

EMERGENCY NUMBER: 0412 304 375

For non-emergencies email homestay@citipointe.qld.edu.au

Homestay Coordinator: Mrs Hayley Jakins

Phone: 3555 2740

0412 304 375

Email: homestay@citipointe.qld.edu.au

Head of International: Dr Lillian Myers

Phone: 3555 2724

0418 811 399

Email: lmyers@citipointe.qld.edu.au

ABSENCE FROM SCHOOL

If the student is absent from school, the homestay parent should phone the College on **3555 2701 before 9.30 am.**

When the student returns to school, the homestay parent should send a note to the teacher explaining the student's absence. A medical certificate is required if the student has been absent for three days or more.

FEELING SAFE

Abuse

If you or someone else is fearful or feeling unsafe, report it.

If you or someone else is experiencing sexual, physical or other abuse, report it.

Report it!

Report to your teacher, Mrs Jakins or Dr Myers.

Emergency contact number: 0412 304 375

For emergency services (fire, police, ambulance) dial 000.

In an emergency or if you need help, you can contact the people below:

Mrs Jakins

0412 304 375

homestay@citipointe.qld.edu.au

Dr Myers

0418 811 399

lmyers@citipointe.qld.edu.au

HOMESTAY GUIDELINES

It is our desire to place our international students into warm and caring homes with Christian families so that they will experience a consistent Christian witness at school and at home. It is our hope that they will be loved and cared for, and that the homestay experience will be enriching for both the student and the homestay family.

Absence from school

If the student has good reason to be absent from school on any day, the host family is required to telephone the College before 9.30 am on the following number: **3555 2701**. The host family should also send a note explaining the student's absence with the student on his/her return to College, or can email the Homestay Coordinator (homestay@citipointe.qld.edu.au). A medical certificate is required if the student is absent for three days or more. Unless a student is too sick to come to school or there is a family emergency, no student should be absent from the College without arranging prior permission with the Homestay Coordinator. A student cannot apply for leave. The homestay family must make the application. Students should not be absent from school to attend social activities such as family outings, or to complete assignments.

Absence of Homestay Parents

Homestay parents who are absent from the home for any period of time (even one night) should inform the homestay coordinator and may not make alternative arrangements for the supervision of the student without the approval of the College. If the homestay mother will be away from home leaving a girl student/s alone with the homestay father, please advise the Homestay Coordinator and she will make other arrangements for the student/s during the homestay mother's absence, even if it is only for one night.

Homestay families will be required to pay the substitute family before or on the day that their student moves in with the substitute family. The Homestay Coordinator will calculate the amount due.

Adaptors

If your student is using an adaptor they have brought from overseas, please let the Homestay Coordinator know and she will replace it with an adaptor that meets Australian standards. Students should not be using overseas adaptors as they may be unsafe for use in Australia.

Advance notice of arrangements

Students must ask their homestay parents **well in advance** if they want to have someone come to visit, or if they make plans to go out, or if they change plans. Students may not phone homestay parents at the last minute to ask if they can stay out later than agreed, or change their plans in any other way. If there is a good reason to change plans, students should phone their homestay parents to ask permission and never text to alter plans.

Afternoon naps

Many international students are used to taking a nap after school and studying late into the night. They tend to be sleepy in class the next day and lose focus on their work very easily. For this reason, afternoon naps are to be avoided. Please help your student to get their homework done after school and to go to bed at a time you consider is reasonable for their age.

Assist the student after arrival

Please assist your student to purchase the following things (to be paid by the student):

- Mobile phone with a pre-paid Australian SIM card
- Internet modem (Telstra preferred. Approximately \$79 for the modem plus \$30 per month depending on usage). If the student has sufficient data on their phone, they do not need a modem. If you have unlimited data and are happy for the student to use your Wi-Fi at no charge, they do not need a modem
- School uniform (approximately \$700) and black lace up school shoes

Please do not open accounts or sign contracts for your student. The student should purchase a pre-paid SIM card and a pre-paid modem (if needed).

Australian Law for under 18 year olds

It is illegal for under 18 year olds to purchase or drink alcohol or to purchase cigarettes or smoke in Australia.

Bathroom

Please explain to your student the need to take short showers (4-5 minutes). In some cultures, the bathroom is a wet area and you wash by splashing. Homestay hosts are advised to explain carefully to students on their first day that in Australia the bathroom is a dry area and only the bath/shower recess gets wet. Also reinforce hygiene habits like washing hands after using the bathroom, flushing the toilet after use, cleaning spills and using the toilet brush. Could you please take the time to teach your student these practices, as you would do with your own children? Just like your own children, they will need gentle and encouraging reminders until new habits are formed. The homestay host provides basic soap, shampoo, toothpaste, toothbrush, toilet paper and tissues. The homestay student should purchase any special products s/he may require.

Beach Safety

Students must always swim between the flags and never swim alone.

Bedroom

Each student should have a separate bedroom, ideally on the same floor of the house as the homestay parents. The bedroom should have a bed, wardrobe with hanging space, shelves or drawers and storage space for luggage. A desk, chair and desk light should be available. Students should not have a television in their room. Other children in the family should respect the student's privacy and should ask permission before entering the student's room or touching any of the student's belongings.

The bedroom is for sleeping and getting dressed. Most other time should be spent in the family areas of the house. Friends of the opposite sex should not be in the student's bedroom at any time. Wet towels should be hung in the bathroom. No wet towels or clothes should be left in the bedroom.

Bedtime

Homestay students must go to bed and stay in bed at the time the host parents decide. If they have difficulty getting off to sleep, reading in bed may help.

The host parents should also decide on a time that the student should get up in the morning. If the student is tired and having trouble getting out of bed in the morning, the student's bedtime time should be adjusted and the student should go to bed earlier.

It is important for the student's health and study that they sleep well every night. For this reason, students are not permitted to have any electronic devices in their room after bedtime. All electronic devices (phones, Bluetooth earphones, Bluetooth ear buds, iPads, iPods, computers, smart watches) should be given to the homestay parents at bedtime and returned to the student each morning.

Behaviour

General politeness and customs in Australia may be different from those in the student's country. If you feel the student's behaviour is unacceptable in any way, please discuss it with them as soon as possible and tell the Homestay Coordinator. Problems dealt with quickly tend to be easier to solve.

Blue Cards

All members of a homestay family who are 18 years or older must have current Blue Card. Applications are made on-line using the link <https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card/applications/apply>. It is an offence for a disqualified person to sign a blue card application form. If you are unsure whether you are a disqualified person, you should contact the Commission for more information before signing the application form.

Boarders, visitors and other homestay students

The host family should notify the College if they have long term visitors, other international students or boarders concurrently with the Citipointe student. Anyone 18 years or older who stays for more than 7 days in a calendar year is required to hold a current Blue Card.

Camps

Students are not permitted to attend church camps or social camps unless the homestay parents are attending and the student's parents and the College have been notified. Any cost associated with a camp needs the written approval of the student's parents.

City

On advice from the Queensland Police Force, homestay students are not permitted to go into the city alone, day or night. A homestay parent should only give permission for a student to go into the city if the student is accompanied by a responsible adult.

Chores around the house

It is reasonable to expect the homestay student to make their bed each morning, keep their room tidy, clean up after themselves (e.g. when making a snack in the kitchen), and help another family member to set the table or clean up after dinner. Doing chores around the house can be a new cultural experience for some and they may need guidance in how to do certain things like making a bed, washing and drying dishes etc. However, homestay students should not be required to do other housework such as cooking or gardening.

Church

It is expected that the host family will take the student with them to church every week and will encourage attendance at Youth and other church activities. This is a great opportunity for students to make new friends and improve listening skills. Listening to a sermon is excellent listening practice so students should not leave the service because it's too hard to understand. Talking over the main points of the preacher's message after the service is an excellent way to help your student develop listening and comprehension skills. Students should not spend part of the service outside or in the church foyer or use their mobile phones during the service. Homestay parents are required to supervise the student at church.

Conversation

It is expected that the host family will encourage the student to engage in conversation and activities with the family rather than spend long periods alone in his/her room.

Dining out

If the family dines out at any time, the cost of the meal should be met by the homestay family. The student's homestay fee covers all meals each day.

Dress Code

Please emphasize the importance of dressing appropriately and modestly – short shorts, short skirts and revealing items of clothing are not suitable for going out to church or elsewhere, and might portray the wrong impression about a student.

Driving in Australia

Homestay students who are 17 years of age or older and who have written parent consent are permitted to have driving lessons through a registered driving school. They must complete the full 100 hours with a registered driving school. No homestay student is permitted to have driving lessons with any person other than a registered driving school instructor in a registered driving school vehicle.

Homestay students who receive their driving licence in Australia, who are 18 years of age or older and who have written parent consent are permitted to drive their own vehicle providing the vehicle has a current roadworthy certificate and has full comprehensive insurance. Proof of ownership, roadworthy certification and full comprehensive insurance must be submitted to the College via the Homestay Coordinator and be kept current while the student is enrolled at the College.

No homestay student is permitted to be in a car driven by a person on "L" or "P" plates.

Where a homestay student has a driving licence and has a sibling at the College, the sibling may travel as a passenger with written parent consent while the student is on their provisional licence but not as a learner driver.

No homestay student is permitted to have any other passenger with them while they are driving a vehicle (unless that person is a registered driving school instructor or a sibling with written parent consent).

Homestay students must immediately inform the Homestay Coordinator if there are any changes to their licence status (e.g. loss of licence or serious driving offense).

Homestay students should regularly review the Government safe driving websites to ensure they are familiar with important information (<https://streetsmarts.initiatives.qld.gov.au>
<https://www.qld.gov.au/transport/safety/road-safety/driving-safely/drive-safely>
<https://www.tmr.qld.gov.au/Safety/Driver-guide/Driving-safely.aspx>)

All written consents by parents will be arranged between the Homestay Coordinator (on behalf of the College) and the parent directly and not through the student.

If homestay students have any transport problems, please discuss them with the Homestay Coordinator.

Emergency

In an emergency call 0412 304 375.

For emergency services (fire, police, ambulance) dial 000.

Family outings

It is expected that the host family will treat the student as a member of the family and will take the student with them on all family outings. The student should not be left at home alone. Students have their own spending money and are expected to pay their own entrance fee or related costs on family outings (e.g. to movies, fun parks).

Feedback from homestay parents

The host family should provide the College with regular and frequent feedback regarding the student's progress and welfare. The host family is required to inform the College of any aspects of a student's behaviour or attitude which may impact their studies or their stay in Australia. The host family must notify the College of any changes in the information given on the Homestay Family Application form.

Food

Australian food will be a new experience for most international students. Pasta, pizza, salad, vegetables and fruit tend to be enjoyed by most students and are a good starting point. Savoury food tends to be more popular than sweet food.

Students may be used to eating rice three times a day and may not feel full without eating rice every day. Having rice and chilli sauce on hand goes a long way in helping your student to feel at home and satisfied. Even if you would not normally serve rice with the meal you are preparing, it is very helpful to have plain boiled rice on the table at every meal. The College advises families to purchase a rice cooker for this purpose.

It's a good idea to take your student to the local supermarket with you to find out their favourite foods and select some familiar food for them. International students may not be used to eating bread in any form, such as toast or sandwiches. Many international students are used to eating three large meals each day, where breakfast and lunch are as substantial as dinner. All meals should be prepared for the student including a packed lunch, morning tea and drink for school days.

Please provide a space in the pantry or kitchen for the student to store their own snacks – no food should be kept in the student's room.

Girlfriend/boyfriend relationships

Girlfriend/boyfriend relationships are not permitted. This can be a distraction from a student's studies. Students should always go out in a group and not as a couple. Friends of the opposite sex should not be in a student's bedroom at any time.

Guests

A student must ask their homestay parents well in advance if they want to have a friend visit them in their homestay. Members of the opposite sex should not be in a student's bedroom at any time and the door to the room should always remain open while entertaining guests. The College strongly discourages homestay families from inviting or agreeing to host the parent of their homestay student. Visiting parents should make arrangements to stay at a hotel or with friends while in Australia. If a homestay family is asked to host the parent of their homestay student they should contact the Homestay Coordinator immediately.

Hairstyle

The College has rules about students' hairstyles:

Girls: tidy, neat, above the collar and off the face; long hair to be tied back; conservative in colour

Boys: tidy, neat, above the collar and off the face; conservative in cut and colour

Boys should have a College haircut (short back and sides as described above) before the beginning of each term. Girls need to maintain an appropriate hairstyle. Homestay hosts should monitor their student's hairstyle and the wearing of the College uniform in general e.g. clean polished shoes, ironed clothes, no jewellery.

Holidays – homestay host

Homestay is not term time only but includes holiday periods. For this reason, if the family is going away on holidays the student should go with them. Homestay hosts may not make alternative arrangements for the supervision of the student without the approval of the College. If you take your student with you, the student should not be expected to pay for accommodation or meals while away as accommodation and meals are covered by the homestay fee.

Holidays – homestay student

Forward planning is essential. Homestay parents should talk to their student early in the semester about their holiday plans so that flights are booked well in advance. Students are not permitted to miss school days when they go home for the holidays. The College asks that homestay parents supervise the booking of flights to ensure that the student is in class on the first day and the last day of each term. Students should not travel overnight so that they arrive back in Brisbane on the first day of term as this makes them too tired to engage in class activities. A copy of the flight itinerary must be given to the Homestay Coordinator as soon as the booking has been made.

Students should go home to their parents for the long summer holidays. If the student wishes to travel to any destination other than home during holidays, the students' parents must apply to the College in writing, specifying welfare, travel and accommodation arrangements. Permission for such travel will not be granted unless the College is satisfied with these arrangements. Homestay students are not permitted to attend Schoolies Week celebrations. At the end of Year 12, students should return to their home country promptly. If you know that a student is planning to violate these conditions, please notify the Homestay Coordinator immediately.

Students are responsible for arranging their own transport to and from the airport when going home for the holidays. Taxis are recommended.

Homesickness

Students will take time to adapt to living with an Australian family. Homesickness is not usually a serious problem; however, if you have any concerns, please let the Homestay Coordinator know. Homesickness can happen to any student and is not a reflection on the homestay family.

House

The homestay should provide a clean, tidy, safe and friendly environment, with reasonable access to public transport. Unless otherwise requested, the homestay must provide a single room with access to a study area.

Insurance

Host families are strongly advised to speak to their insurance company to establish whether homestay students are covered under their existing insurance policy. It may be necessary to take out homestay insurance, as long-term students may not be covered under public liability insurance. The College has accident insurance cover for all long-term students but this policy only provides small financial benefits for specific incidents that may occur. It does not negate the need for homestay insurance.

iPad

The student's school iPad is for school work only. Students must not put games, music, photos or any apps on their iPad. Students must go to school each day with their iPad fully charged.

Language background

There is a wide range of English language ability among students when they arrive in Australia. English classes in their home countries often concentrate more on reading, writing and grammar than speaking and listening. The Australian accent can be unfamiliar and difficult at first so it is important for the host family to speak slowly, clearly and in short sentences. If the family has difficulty making something understood it can be helpful to write it down.

Students with little English may be quiet at first, but they will be listening and learning a lot from the people around them. The student wants to learn so the homestay family needs to be patient and encouraging; communication will come more easily over time. It is also important to note that students are often embarrassed when they don't understand and will say 'Yes' or nod their heads even when they have little idea what they have agreed to! It is a good idea to ask 'what, when, where, why, how' questions to check their understanding of anything important. Writing down important times or arrangements also helps avoid misunderstandings.

Leaving the homestay

It is expected when a student is leaving the homestay that they leave their room neat and tidy. The homestay family should ensure that the student completes all of the following:

- Pack their bags neatly
- Make the bed and tidy the room
- Check all drawers and wardrobes are empty of belongings and rubbish
- Empty the rubbish bin
- That no personal belongings are left or stored at the homestay

Leaving students home alone

Our students experience homesickness and culture shock as well as all the problems of being a teenager. The more they can connect with their homestay family, go out with them, share life with them, the more quickly they will settle in and feel comfortable and happy. Our students can't learn English sitting at home alone; they need to go shopping, attend family outings, be around people speaking English. Even if it's just the weekly shopping, please take your homestay student with you and give him/her jobs to do such as checking prices, finding a particular item, speaking to a shop assistant. If he/she doesn't want to go with you, please say that it is College policy and he/she can contact the Homestay Coordinator if they are not happy with it.

Meals

Three substantial, healthy meals should be prepared for the student each day, with a packed morning tea, lunch and drink for school days. Often, international students do not cope well with sandwiches. If the homestay host prefers to give the student money to buy morning tea and lunch, enough should be provided to buy a drink, a snack for morning tea and a substantial healthy lunch. It is advisable to have a canteen price list (available from Grace House) to work out how much money the student will need.

Homestay students should not be expected to make their own breakfast, lunch or dinner. If your student wants to cook, he/she should prepare a meal for the family with you. This could be a wonderful social activity where the student can practice speaking English. Please note that in many countries, breakfast and lunch are as substantial as the evening meal. Instant noodles are considered junk food by many overseas parents and should not be provided as breakfast, lunch or dinner.

Medical attention

The host family must arrange medical attention whenever necessary, at the student's expense. The College should be informed of any medical problems affecting the student. All student visas holders have private health insurance. Health Care Plus Medical Centre at Westfield Carindale (ph 3135 9898) is registered as an overseas student health care provider and offers appointments with no out of pocket expenses for students with private health insurance with Allianz, NIB and Bupa.

Mobile phones

Every student in homestay should have a mobile phone with an Australian phone number. Homestay hosts should store the homestay student's phone number and the Homestay Emergency Number (0412 304 375) in their phone. Students should have their mobile phones switched on at all times, except at bedtime. Homestay parents should have their phones switched on when students are out so that they are contactable. If arrangements need to be changed, communication between the student and the homestay should not be by text but by a phone call.

Mobile phones should be used in moderation and it is not appropriate for a student to use a mobile phone at the dinner table, or anywhere in the presence of the homestay family.

Mobile phones at school

Students are required to hand their phones to their teacher at the start of the school day and the teacher will return them at the end of the school day. The student will need to ask the teacher for permission if they need to use their phone during the day. They shouldn't use phones or iPads at morning tea or lunchtime. They should talk to each other and make friends.

Permission forms for camps, excursions, subject selection, tutoring, medical attention etc

Homestay parents should not sign any consent forms. The College will email all forms requiring a signature to the student's parents overseas. Homestay parents will receive a copy for their information.

Pets

International students may not be used to pets and may need to be introduced to them slowly and carefully.

Pornography

Access to pornography, on the internet or in any other form, is unacceptable and may result in the student's expulsion from the Homestay Program and consequently, the College.

Public transport

Students must not travel on buses or trains after dark. Arrangements to be picked up by the host family should be made well in advance if the student will arrive home after dark.

Female students should download the Shebah app on their mobile phones and use this service instead of Uber. Shebah is an all-female rideshare service.

For outings outside of Brisbane, the student must go with the host family.

Respect and obedience

Homestay students must respect and obey the homestay family rules. They must always speak respectfully to the host mother, the host father and the host children. They should be courteous and respectful at all times and must obey homestay parents' instructions and requests. Students should respect the privacy and property of the homestay family – students are not allowed to enter the bedrooms of other family members without being invited to do so.

Safety

If your student walks to or from school, please teach them the following:

- Walk in groups of at least two to three
- Walk near the fence line rather than street kerb
- Do not talk to anyone you don't know under any circumstances even if they ask for directions, help to find a dog, general help etc.
- If approached by a stranger, scream loudly, run to the nearest house and call your homestay parents immediately or the College emergency number: 0412 304 375.

Scam Warning

A Chinese student received a phone call asking for her name and date of birth because she had an express parcel to collect. This is how the scammer got her personal details. Some months later she received a call from a Chinese speaker who said he was from the Australian embassy, that her personal details had been involved in a crime and that her visa might be cancelled. He transferred her to a Chinese policeman who told her she needed to pay \$10,000 to avoid court proceedings. He told her not to tell her friends or family because they would also be in trouble. She was frightened and paid \$10,000 into his bank account. Later she discovered that the whole thing was a scam.

- Never give your personal details to a stranger.
- The Australian embassy, the police or any genuine company will never tell you not to tell you parents.
- Tell your homestay family if someone threatens you.

Sick

Students should not be permitted to stay home from school for minor ailments such as fatigue or headache. If the student is too sick to go to school, a responsible adult needs to stay home to look after him/her. This might be the homestay host or the emergency contact nominated on the Homestay Application Form. Students must not be left at home alone. If no one is available to care for the student, the Homestay Coordinator should be advised as soon as possible so that supervision for the day can be arranged.

Signing as a guarantor

Homestay parents should not sign any document as a guarantor for a homestay student. This includes signing to transfer funds, to buy phone data, or for any other purpose. If a student makes this request they should be directed to the Homestay Coordinator.

Sleepovers

As part of our Risk Management Strategy (a legal requirement), the College does not permit sleepovers. Homestay parents must not give permission for the student to sleepover at another location.

Snacks

A supply of rice, noodles, chilli sauce and other simple foods for the student should be kept on hand. If possible, provide a space in the pantry or kitchen for the student to store their own snacks – no food should be kept in the student's room.

Subject Choices

Subject choices should not be approved by the homestay families. The College will email all forms requiring a signature to the student's parents overseas.

Swimming

In summer, swimming lessons at the College are compulsory for international students while they are studying in the International College. This is to protect them from drowning and to equip them to be a lifesaver in an emergency situation. Homestay parents are urged not to send a note to school asking that the student be excused from swimming unless absolutely necessary.

Swimming Pool

Homestay parents need to make sure that their student can swim before leaving them unattended in the pool. Under the Building Act 1975, every regulated pool owner must ensure that their pool barrier complies with the pool safety standard from 1 December 2015. For further information about pool safety requirements you can phone 139 333 or email poolssafety@qbcc.qld.gov.au.

Supervision

The homestay parents must provide supervision appropriate to the age and maturity of the student and their familiarity with life in Queensland. This supervision includes out-of-school hours, study and pastoral care. The homestay parent must be home when the student leaves for school in the morning and when the student returns in the afternoon. Students should not come home to an empty home. It is essential that the host parents know the student's whereabouts at all times, who they are with and the time they will be home.

Supervision of homework

All International College students have three hours of homework every day. The homestay family should ensure that the student completes all allocated homework, giving assistance where necessary. It is a good idea to encourage the student to do their homework in the family room so that they are a part of the family interaction and can receive assistance as needed. If homework is not being completed, the homestay family needs to contact the Homestay Coordinator so this can be addressed as soon as possible.

Supervision of phone and internet

Homestay parents are required to supervise the student's internet access closely. The student should not be spending long periods of time on the internet. Please ensure that internet sites the student accesses are wholesome. To ensure that students get the rest they need, they are not permitted to have mobile phones or electronic devices in their rooms after bedtime. All the student's electronic devices ((phones, Bluetooth earphones, Bluetooth ear buds, iPads, iPods, computers, smart watches, Xbox) should be removed from his/her room at bedtime and returned to the student each morning.

Temporary homestay

If the homestay family is going away and cannot take the student, the Homestay Coordinator should be advised (two weeks' notice would be appreciated). The Homestay Coordinator will arrange temporary homestay and forward the contact details to the homestay family. The homestay family should contact the temporary homestay to arrange a suitable time to drop the student off and pick the student up. The homestay family should pay the temporary homestay in cash for the number of nights the student will be in their care. The Homestay Coordinator will confirm with both families the amount to be paid.

Transport costs

The College offers a complimentary pick-up service from the airport when a new student arrives to begin their study. The student is responsible to pay for all subsequent travel to and from the airport. Taxis are recommended. If a student is changing to a new homestay family after the holidays, they should take a taxi to the College where the Homestay Coordinator will meet them and take them to the new homestay family.

Transport to school

The host family should arrange transport to and from the College on school days. Preferably, the family should drive the student to and from school, at no cost to the student. Where this is not possible, the Homestay Coordinator will make arrangements for the student to catch the school bus, at the student's expense. The host family should ensure that the student arrives at school on time each morning (8.30 am).

Travelling in other students' cars

Homestay parents may not give permission for the student to travel in a car driven by another student without the written permission of the College.

Unhappy

If a student says they are unhappy in their homestay and would like to move, the Homestay Coordinator will communicate the student's concerns to the homestay family and encourage them to discuss this with the student. If the student is reluctant to talk to the family about their concerns, the Homestay Coordinator will meet with the student and the family in their home to facilitate discussion. If the issues cannot be resolved, as a last resort, the student will be moved to a new homestay family.

Uniform

The homestay parent should ensure that the student wears the College uniform correctly at all times including clean polished shoes, correct hairstyle, long hair (girls) tied back before leaving the house in the morning, ironed clothes, correct socks/shoes/ribbons, no jewellery, no mixing of sports uniform and day uniform. The complete uniform must be worn at school or outside school e.g. no bare feet after school, no partial uniform when shopping after school. The College expectation is that students will wear their uniform with pride.

- All students must wear the full school uniform at all times when on campus. Uniforms are to be clean, pressed, in good repair and worn neatly.
- Hair should be tidy, neat, off the face, with no extreme or obvious cut or colour. Boys' hair should be short, tidy, above the collar, off the face and conservative in cut and colour. Girls must tie long hair back.
- Girls' hair accessories: College ribbon only.
- Shoes must be black, hard leather, flat heeled, lace-up and polished.
- Day and sports uniform should never be mixed.
- Only school bags supplied by the College uniform store are permitted.
- In cold weather students must wear the College jumper and/or blazer.
- Only school socks are permitted or plain black socks under boys long pants.
- No makeup.
- No tattoos.
- Girls: No jewellery except for a watch, one small plain stud or sleeper in each ear lobe.
- Boys: no jewellery except for a wristwatch, and no piercings.
- Nails must be short. Only clear nail polish is permitted.
- All students wear a tie in terms 2 and 3 and on formal occasions.
- Boys must be clean shaven.
- Students must wear full sports uniform to school every sports day.
- If you wear school uniform outside school hours it must be complete.

Washing and ironing

The homestay host is responsible to wash and iron the student's clothes. Bed linen and towels should be washed at least weekly. Girls need to be provided with a laundry bag for their delicates. Students should not hand wash their clothes and dry them in their bedroom.

Work

A condition of a Student Visa includes permission to work part-time with limitations during study periods. The Principal has set a rule for Student Visa holders at Citipointe Christian College and Citipointe Christian College International that students can only work during holiday periods and not during term time. This is to ensure they are mainly focused on their studies.

Younger children

Younger children in the family should respect the student's privacy and should ask permission before entering the student's room or touching any of the student's belongings.

HOMESTAY FEES

FEES PAID BY STUDENTS

Homestay fees cover accommodation, food and supervision. All other expenses should be met by the student e.g. medical, dental, transport, phone, internet. Students pay homestay fees to the College one semester in advance. As most students go home for the long summer holidays, their homestay fees cover term time and short holidays only.

FEES PAID TO HOMESTAY FAMILIES

The College makes monthly homestay payments to homestay families from February to November by automatic transfer to their bank account. As students arrive in late January, there is a payment to families at the end of January for the first couple of weeks. For a family who has hosted a student from the start of Term 1 to the end of Term 4 there is a Christmas bonus at the end of November. When a student leaves the homestay mid-year, the number of nights in homestay in the year is calculated and the final payment to the homestay family is adjusted accordingly.

LONG SUMMER HOLIDAYS

Students should go home to their parents for the long summer holidays. If the student cannot go home to their parents for the long summer holidays, the student needs to make an additional payment to the College before 1 December. The College will make an additional monthly payment to the homestay family by automatic transfer to their bank account in the first week of December.

If a student is temporarily away on overnight camps or short holidays (e.g. Easter, mid-semester or spring vacation), the homestay fee will not be affected. This means that the homestay family will not reimburse the student for short temporary absences.

NOTICE PERIODS

Where a student wishes to end the homestay arrangement, two weeks' notice should be given to the Homestay Coordinator and homestay family. Where the host family wishes to end the homestay arrangement, two weeks' notice should be given to the Homestay Coordinator and the student. In unforeseen circumstances where the host family wishes to end the homestay arrangement immediately, the host family is to refund to the College all unused homestay fees. In unforeseen circumstances where the student wishes to end the homestay arrangement immediately, two weeks homestay fee will be forfeited.

INTRODUCTION TO CITIPOINTE HOMESTAY

The College provides an orientation program for the members of a homestay family who have not previously hosted an overseas student of the College. In this process the family receives information on how to prepare for the student's arrival as well as an opportunity to ask questions. All members of the family and anyone else living in the home must be present at orientation.

The College provides the homestay family with a copy of this Homestay Handbook and with information regarding the student including health, interests and accommodation requirements.

The College will seek regular and frequent feedback from the student to ensure that the student is satisfied with the accommodation provided, and will pass on any concerns to the homestay family.

The College will seek regular and frequent feedback from the homestay family to ensure that the family is satisfied with the student's behaviour, and will pass on any concerns to the student and his/her parents.

The College will liaise between the student's family and/or agent and the homestay family as necessary.

STUDENT PROTECTION

PROCEDURES FOR RECRUITING, SELECTING, TRAINING AND MANAGING HOMESTAY HOSTS

Citipointe Christian College International recognises that Risk Management for child protection begins with the recruiting, screening and selection of the right people to serve as homestay hosts, and continues by having consistent procedures in place for all homestay hosts to follow, with adequate management and supervision to ensure they comply with these procedures.

The College, therefore, has a written policy on the selection, supervision and management of homestay hosts.

Selection

Homestay families are chosen from the Church and College community, and usually have children who attend the College. They are selected with regard to the following guidelines:

- The homestay host must be an adult resident in Australia and must provide a stable family environment.
- An adult deemed suitable by the College must provide supervision equivalent to that provided by a parent.
- The family environment must be suitable for the age and gender of the student, and English should be the main language spoken in the home.
- The homestay family will be regular church attendees who will take the student to church with them each week.
- The number of students in a homestay should reflect the facilities available in the home.
- The accommodation and facilities provided by the homestay must meet the College's requirements for a safe and secure environment, and the College must be notified of any changes.
- No student will be placed with a homestay until the accommodation has been inspected and approved.

Screening

It is the policy of the College that all homestay hosts are cleared to work with children:

- All homestay hosts must be holders of current Blue Cards issued by Blue Card Services. In addition, every person living with the homestay host who is 18 years or over must be in possession of a current Blue Card. The only exception is where the homestay host is a close relative of the student.
- All homestay hosts must provide the names and contact details of two referees, one preferably their Pastor, and these referees will be contacted to discuss the family's suitability to serve as homestay hosts.

Monitoring

- The College will send the homestay family a feedback form to complete after one week and three weeks in homestay.
- The College will send the homestay student a feedback form to complete after one week and three weeks in homestay.
- The College will undertake regular, at least each semester, on-site visits to homestay hosts to view the accommodation offered.
- The College will undertake regular, at least each term, meetings with students to check on their wellbeing and their homestay arrangement. Where there are problems, meetings will be more frequent.

Induction

Citipointe Christian College International has a written orientation process which applies to all homestay hosts and includes procedures for making homestay hosts aware of the legislation on Child Protection and the Code of Behaviour expected of them.

The Induction process includes, but is not limited to, making homestay hosts aware of the protocols for the protection of children, such as matters related to being alone with a child, physical contact, privacy, language, bullying etc.

All members of the homestay family must be present during orientation meetings.

On-going training is provided to homestay hosts during regular home visits and other contact with the Homestay Coordinator.

Blue Cards

- All homestay hosts must have current Blue Cards where required by legislation.
- The College maintains a register of all homestay hosts.
- The College maintains a register of all Blue Card numbers and the dates for renewal.

The College recognises that protecting students from harm and inappropriate behaviour is fundamental to maximising their potential. For this reason the welfare and best interests of the students within the College will always be a primary consideration. We expect our students to show respect to our staff, homestay parents and volunteers and to comply with safe practices, and we expect all staff and homestay hosts to ensure that their behaviour towards and relationships with students reflect proper standards of care for students, and are not unprofessional or unlawful. The College will respond diligently to a report of suspected or actual harm, or risk of harm to a student.

What does the College mean by harm?

Queensland legislation defines harm as any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing. It is immaterial how the harm is caused. Harm can be caused by:

- A single act, omission or circumstance; or
- A series or combination of acts, omissions or circumstances.
- Physical, psychological or emotional abuse or neglect;
- Sexual abuse or exploitation

How does the College protect students from harm?

The College has a comprehensive Student Protection Policy. This covers the actions to be taken if a member of staff, a homestay parent or a parent of the school becomes aware of, or reasonably suspects that a student has been harmed by other staff, people outside the school or by other students.

What to do if you become aware or reasonably suspect that harm has been caused to a student of the school by a member of staff, a homestay host or someone outside of the school or by other students. You must report your concerns to the Homestay Coordinator, the Head of International, a Student Protection Contact Officer, the Principal or to any other member of the teaching staff. Queensland legislation names all adults as mandatory reporters regarding child sexual offences.

What will happen next?

If you report your concerns to a member of staff other than the Principal, the member of staff must report it to the Principal immediately. Or if the subject of the complaint is the Principal then the member of staff must report to the Chairman of the College Board.

What will the Principal or the Chairman of the Board do?

If the Principal or Chairman of the Board receives a report of harm or suspected harm to a student of the College, and he/she becomes aware of the harm/sexual abuse having been caused or reasonably suspects the harm to have been caused then it will be reported to the relevant State Authorities handling child protection issues. Conversely, the matter may be dealt with internally if the matter does not require mandatory reporting to an outside body.

What about confidentiality?

Your report will be treated in a confidential manner and with respect. Knowledge of it will be limited to the Principal and those directly involved. The Chairman of the College Board may also need to be informed. It is the College's policy that confidentiality between the College and notifiers will be respected as much as possible and any concerns raised will not rebound adversely on their children.

Each person who has access to information regarding suspected or disclosed harm has an obligation to observe appropriate confidentiality. However, the College is unable to promise absolute confidentiality since the steps of the Policy will require disclosing, internally and externally, certain details involved in responding to the report. State Authorities can compel people to give evidence about actions under the Policy and to produce documents. You would be fully informed if information you provided were to be passed on to a third party.

Any action which needed to be taken under staff disciplinary procedures as a result of an allegation not requiring police intervention would be handled confidentiality within the College.

How will the College help my homestay student?

The Principal will ensure that the following things are done to reduce the chance of harm occurring:

- Ensure that each staff member understands and fulfils their obligations under this Policy and the Policy for reporting abuse;
- Ensure that there are acceptable references for each staff member engaged since the commencement of this protocol, from his or her previous employers;
- Ensure that each staff member, volunteer and homestay host who has contact with students has a current positive suitability notice issued by the Commissioner for Children and Young People and Child Guardian;
- Ensure the students of the College understand the policy is in place and are encouraged to report any inappropriate behaviours.

If the Principal receives a report of harm to your student, he/she will support the student by:

- Responding rapidly and diligently to the report;
- Reassuring the student;
- Protecting the student's confidentiality as much as possible;
- Offering continuous support; and
- Arranging counselling if requested/required.

What should I do if I require more information?

The College's complete Student Protection Policy is available at the College administration. Homestay parents and students may have access to this policy at any time.

RISK MANAGEMENT FOR STUDENT PROTECTION

It is the goal of Citipointe Christian College International to create safe environments for homestay students and an environment in which they can successfully pursue their academic careers and personal development. The College strives to create a safe and friendly environment for homestay students. The College 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 on the basis of their status, activities or beliefs, and have their best interests considered. The College acknowledges that homestay students are unique and valued individuals who deserve to be treated with care and respect. We are committed to promoting and protecting the security, safety and wellbeing of homestay students under our protection.

Aims, objectives and strategies

The purpose of this Risk Management Policy for Child Protection is to:

- promote the wellbeing of homestay students and to protect them from harm;
- assist Citipointe Christian College International to deliver a quality service to the young people in its care;
- reduce the risk of harm to homestay students through written policies and procedures, including information and training, for all staff and volunteers involved with the College.

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 Provider is the school or person arranging the homestay student's accommodation.

Homestay Host is the volunteer or paid family who cares for the homestay student in their home. It includes visitors to the homestay family.

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

A *child* is a person under the age of 18 years.

Who must comply with the Risk Management Child Protection Policy?

The Risk Management Child Protection Policy applies to:

- College staff
- Homestay hosts
- Residents of homestay host homes
- Homestay students
- Visitors to homestay host homes

Note: College staff must also comply with Citipointe's Risk Management and other policies.

Breaches

Suspected breaches will be dealt with by investigation and reporting to relevant authorities where necessary (refer to the Citipointe Christian College Child Protection Policy and, in particular, the section on Reporting Harm or Abuse);

Penalties for breaches will be enforced in accordance with the Code of Conduct. Penalties might include:

- Advising the homestay host that they are in breach of their agreement and therefore can no longer work with the College
- Penalties might be more capacity building than punitive and may involve further training, conditions and controls to prevent harm

CODE OF CONDUCT FOR INTERACTING WITH CHILDREN AND YOUNG PEOPLE

Values and principles

The Core Values of Citipointe Christian College are:

- Uncompromisingly Christian values
- High quality education
- Academic rigour
- College pride
- Caring environment

The central principles informing the conduct of all staff, volunteers and homestay hosts are:

- We are committed to the security, safety and wellbeing of students
- We are committed to treating students with care and respect
- We are committed to acting professionally towards students in all circumstances
- Any form of abuse, neglect or exploitation of a student is unacceptable

Who must comply with this Code of Conduct?

This Code of Conduct applies to all paid staff and volunteers, homestay hosts and their visitors, homestay students, other students, and all other homestay stakeholders.

Related documents

The Code of Conduct should be read in relation to the following:

- Citipointe Christian College Student Protection Policy
- Citipointe Christian College Privacy Policy
- Citipointe Christian College Grievance/Complaints Procedures
- Citipointe Christian College Recruitment and Selection Policy
- Citipointe Christian College Anti-Discrimination Policy
- Citipointe Christian College Risk Management Policy

These documents are available at Grace House reception.

Standards expected

The College will uphold the following principles under this Policy:

- Protecting students from harm and the risk of harm is fundamental to maximising their personal and academic potential.
- The College recognises that people who are subjected to abuse are harmed by it.
- At the College, the welfare and best interests of the student will always be a primary consideration.
- The College expects students to show respect to homestay hosts and to comply with safe practices.
- Homestay hosts must ensure that their behaviour towards and relationships with students reflect proper standards of care for students, and are not unlawful.
- Homestay hosts are expected to reflect the highest standards of care in their behaviour towards and relationships with homestay students.
- Homestay hosts must not under any circumstances engage in physical or emotional abuse or engage in sexual contact of any nature with a homestay student. It is irrelevant whether the conduct is consensual or non-consensual, or condoned by parents or caregivers. The age of the student is also irrelevant.
- Sexual acts by a homestay host with a student will always be sexual abuse.
- The College will respond diligently to a report of suspected or actual harm, or risk of harm to a student.
- Reprisals against students or others making a complaint will not be tolerated.
- Student management practices will be administered with respect and in a manner which maintains the student's dignity.
- The College will act fairly and reasonably towards a homestay host who is the subject of allegations of improper conduct.
- The College will support a homestay host who is the subject of a proven false allegation of causing harm to a student.

- Anybody within the College who becomes aware or reasonably suspects that a student is being harmed must report it to the College in accordance with the College Procedures for Reporting Harm.
- The College will take appropriate action against homestay hosts who harm others.
- The College will not permit people to serve as homestay hosts if the College believes on the basis of all information available that, if the allegations against them were wholly or partly true, there would be an unacceptable risk that others might be harmed.
- The College will cooperate with state authorities in resolving allegations of harm.

Breaches of the Code of Conduct

Where a homestay host breaches the Code of Conduct, this may result in the termination of their homestay contract. Failure to behave lawfully may result in criminal proceedings.

POLICIES AND PROCEDURES FOR HANDLING DISCLOSURES OR SUSPICIONS OF HARM, INCLUDING REPORTING GUIDELINES

What is harm?

Harm is any detrimental effect of a significant nature on the student's physical, psychological or emotional wellbeing. It is immaterial how the harm is caused. Harm can be caused by:

- A single act, omission or circumstance; or
- A series or combination of acts, omissions or circumstances.
- Physical, psychological or emotional abuse or neglect;
- Sexual abuse or exploitation.

Suspicion of harm

You have reasonable grounds to suspect harm if:

- A child or young person tells you they have been harmed
- Someone else, for example another child, a parent, or staff member, tells you that harm has occurred or is likely to occur
- A child or young person tells you they know of someone who has been harmed (it is possible they may be referring to themselves)
- You are concerned at significant changes in the behaviour of a child or young person, or the presence of new unexplained and suspicious injuries, or
- You see the harm happening.

Disclosures of harm may sound like:

- "I think I saw ..."
- "Somebody told me that ..."
- "Just think you should know ..."
- "I'm not sure what I want you to do, but ..."

Any disclosure of harm is important and must be acted upon, regardless of whether:

- The harm to a child or young person has been caused by a person from within or outside your home, or
- The child or young person disclosing the harm to you is from within or outside your home.

What to do when a disclosure is made

- Don't panic
- Find a private place to talk
- Listen
- Believe the person, and
- Don't ask leading questions.

It is not your role to investigate allegations of harm. Only ask enough questions to confirm the need to report the matter to the Homestay Coordinator.

Procedures for reporting harm

Homestay hosts must report any disclosure or suspicion of harm to the Homestay Coordinator. The Homestay Coordinator will follow the reporting procedures as set down in the Citipointe Christian College Risk Management Policy.

For more information about Student Protection please see the College's [Student Protection Policy](#).

RISK MANAGEMENT FOR HOMESTAY

A risk is anything that can cause harm, either physically, psychologically or emotionally. It could be caused by a faulty piece of equipment, or leaving homestay students alone in a car park while they wait for a lift from a friend. One way to identify risks is to consider what you would do when a homestay student enters your home or joins in an activity. What would you warn them about or keep them away from?

What are the potential opportunities for harm in your home? How might harm occur? Why might harm occur? When could harm occur?

Example:

- *Who is the homestay student with, where are they, is this situation known to you?*
- *Insufficient communication and language barriers*
- *Students getting lost*
- *Abuse (extortion by other students, bullying, families extorting students, sexual abuse)*
- *Neglect (leaving the student isolated, students not being provided with enough food or a choice of food)*
- *Communication breakdown or cultural misunderstandings*
- *Boyfriends/girlfriends, partners of homestay hosts*
- *Risk of drowning at the beach or pool*
- *Lack of supervision during weekends and holidays when homestay hosts are at work*

Contingency arrangements

The College has a list of emergency homestay families who are available to take care of students who may be at risk at short notice. Scenarios may include:

- The impact of illness on the student and/or the host family (including isolation requirements)
- The host family fails a Blue Card renewal process and receives a negative notice
- Breach of the code of conduct
- Child protection or welfare issue

Risk management for high risk activities

Homestay hosts must minimise risks as much as possible. Where an activity is high risk and risks cannot be minimised, it is preferable to avoid the activity. Examples of high risk activities are:

- Sleepovers. Blue Card Services has advised that the incidence of sexual abuse is much higher when children and young people sleep away from home.
- Going into the city without supervision. The Queensland Police has advised that culture-specific gangs are active in Brisbane city, and that they target overseas students to conscript and/or extort.
- Unsupervised weekend/holiday away from the homestay.
- Travelling in a car being driven by an inexperienced driver such as another student.

Self-protective behaviours for homestay hosts

- When talking to your homestay student, be cautious of never being alone in a closed room e.g. bathroom, bedroom.
- Insist that the student spends free time in public areas of the house, not alone in his/her bedroom.
- The student's privacy should be respected by all members of the family when in the bathroom or bedroom.
- Avoid close physical contact with a student when alone e.g. hugging.
- Never personally search a student or his/her property.
- If responding to a crisis, advise the Homestay Coordinator immediately.

Strategies for communication and support

Citipointe Christian College International's Risk Management Strategy for Child Protection is publicised in the Homestay Handbook in order to provide access to the Strategy to all stakeholders within the Homestay Program. The College demonstrates its commitment to providing information and training on how to identify

risks of harm and disclosures of suspicions of harm to all stakeholders by:

- providing orientation for families and students involved in the Homestay Program
- providing regular training for all homestay hosts
- providing a copy of the Homestay Handbook to all homestay hosts and homestay students

OVERSEAS STUDENT CRITICAL INCIDENT POLICY

1. Introduction

1.1. Citipointe Christian College and Citipointe Christian College International (henceforth referred the College) is committed to preventing harm to students and staff by providing a safe and supportive environment for all students.

1.2. The College and college staff “owe a duty to take reasonable care for the safety and welfare of all students in their school.”¹

1.3. Overseas students studying at Citipointe Christian College and Citipointe Christian College International are supported by a series of policies to ensure their safety and wellbeing at the College. They are supported by their teachers, College counsellors, Student Protection Contact Officers and Homestay Coordinators to provide the best environment possible for them to achieve the best academic outcomes and a positive educational experience. Every Overseas Student is required to comply with the Critical Incident policies that apply to local students. However, the College has additional processes to address emergency incidents, providing 24-hour emergency contact persons.

1.4. A copy of this policy is located on the College’s website² and in the Overseas Student Handbook.

1.5. Overseas students 24-hour emergency contact persons include (contact details provided to students during orientation):

- Homestay Coordinator (+61) 0412 304 375
- Head of International: (+61) 0418 811 399
- Homestay parents

2. Scope of the Policy

2.1. This policy applies to college staff, agents, overseas students and their parents/legal guardians.

3. Policy

3.1. Critical Incidents:

- a) For the purpose of this policy, a critical incident or emergency is described as any event or circumstance that has a traumatic and/or dramatic impact:
 - I. on the normal operation of the College, usually in such a way, as to cause severe damage and/or danger to people and/or property.
 - II. on a student that may cause extreme stress, fear or injury that may affect the student’s ability to undertake or complete their course.
- b) Critical incidents may include, but are not limited to:
 - I. Serious injury, illness or death of a student or staff
 - II. Students or staff lost or injured on an excursion
 - III. A missing student
 - IV. Severe verbal or psychological aggression
 - V. Physical assault
 - VI. Student or staff witnessing a serious accident or incident of violence
 - VII. Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
 - VIII. Fire, bomb threat, explosion, gas or chemical hazard
 - IX. Social issues e.g. drug use, sexual assault

¹ Duty of Care Handbook (2018) Independent Schools Queensland p4

² <https://citipointe.qld.edu.au/international/policies/>

3.2. Critical Incident Committee

- a) The College has a Critical Incident Committee to assist the Principal in the prevention and management of critical incidents at the College, or off campus in the case of an overseas student for whom the College has undertaken welfare responsibilities.
- b) The Head of International is the overseas student critical incident team leader.
- c) The Critical Incident Committee may include:
 - I. the Principal
 - II. Heads of School
 - III. Heads of Year
 - IV. the College counsellor
 - V. Student Protection Officer
 - VI. Homestay Coordinator
- d) The responsibilities of the committee include:
 - I. risk assessment of hazards and situations which may require emergency action
 - II. analysis of requirements to address these hazards
 - III. establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, hospital, poisons information centre, community health services
 - IV. 24-hour access to contact details for all students and their families, emergency contacts provided by the student's family, agents, homestay families, carers, consular staff, embassies and interpreting services if necessary
 - V. 24-hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. College counsellor, welfare officer, legal services, College security
 - VI. development of a critical incident plan for each critical incident identified, including arranging emergency or alternative accommodation arrangements if necessary
 - VII. dissemination of planned procedures
 - VIII. organisation of practice drills
 - IX. regular review of the critical incident plan
 - X. assisting with implementation of the critical incident plan
 - XI. arranging appropriate staff development
 - XII. budget allocation for emergencies
 - XIII. ensuring written records relating to child sexual abuse, a critical incident and/or a significant event that has occurred or is alleged to have occurred kept for at least forty-five (45) years.³
 - XIV. Ensuring written records relating to an incident, illness, injury or trauma suffered by a child that may have occurred following an incident while being educated and cared for by the College until the child is aged twenty-five (25) years.

3.3. Critical Incident Plans - All critical incident plans assign responsibilities among relevant staff members, cover all the actions to be taken and timelines for doing so.

a) Immediate Action (within 24 hours)

- I. Identify the nature of the critical incident
- II. Notification of the critical incident committee/team leader
- III. Implement the appropriate management plan or action strategy, including arranging emergency or alternative accommodation arrangements if necessary
- IV. Assignment of duties and resources to College staff
- V. Seeking advice and help from any necessary emergency services/hospital/medical services
- VI. Dissemination of information to parents and family members
- VII. Completion of a critical incident report
- VIII. Media response if required (see below)
- IX. Assess the need for support and counselling for those directly and indirectly involved

b) **Additional Action (48 – 72 hours)**

- I. Assess the need for support and counselling for those directly and indirectly involved (ongoing)
- II. Provide staff and students, parents /family members with relevant information as appropriate
- III. Restore normal operation of the College

c) **Follow-up – monitoring, support, evaluation**

- I. Identification of any other people who may be affected by the critical incident and access of support services for affected community members
- II. Maintain contact with any injured/affected parties
- III. Provision of accurate information to staff and students where appropriate
- IV. Evaluation of critical incident management
- V. Be aware of any possible longer term disturbances e.g. inquests, legal proceedings

d) **Emergency accommodation** - Where a student's accommodation arrangement is disrupted, the Homestay Coordinator will immediately arrange emergency/temporary homestay for the student until suitable long term accommodation is arranged. The emergency/temporary homestay will be with one of the College's current homestay families.

e) **Resources** - The nature of critical incidents is such that resources cannot always be provided in anticipation of events. The critical incident committee uses its discretion to provide adequate resources – both physical and personnel – to meet the needs of specific situations. Staff will be reimbursed for any out-of-pocket expenses.

f) **Managing the Media**

- I. Manage access of the media to the scene, and to staff, students and relatives
- II. The Principal or delegate will all interactions with the media
- III. Determine what the official College response will be
- IV. All facts should be checked before speaking to the media
- V. If accurate information is unavailable or the issue is of a sensitive nature, explain that questions cannot be answered at this time
- VI. Avoid implying blame or fault for any part of the incident as this can have significant legal implications

g) **Evaluation and review of management plan** - After every critical incident, a meeting of the critical incident committee will be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications if required. If appropriate this process will incorporate feedback from all staff, students and local community representatives

3.4. Evacuation Procedures in the Event of Fire, Explosion or other Emergency Situations

a) **Introduction**

- i. The Emergency Evacuation procedure is to ensure that an orderly plan of action is followed in the case of an emergency (like a fire or an explosion) so that everyone in the college is able to evacuate from or near buildings as quickly as possible, minimizing panic or/and injury. The Emergency Evacuation procedure is practiced throughout the school year through Evacuation Drills.
- ii. In the event of a **real** fire/danger, the **entire College** must be evacuated. This includes all the children, employees, visitors and parents who may be in the college at that time.
- iii. Evacuation Drills may be conducted a separate times by separate school i.e. International College, Secondary and Primary

³ This is to allow for delayed disclosure of abuse by victims and to take account of limitation periods for civil actions for child sexual abuse as stated in the Royal Commission into institutional Responses to Child Sexual Abuse, Recommendations 8.1 to 8.5
CHRISTIAN OUTREACH CENTRE trading as CITIPOINTE CHRISTIAN COLLEGE and CITIPOINTE CHRISTIAN COLLEGE INTERNATIONAL
322 Wecker Road Carindale Qld 4152 mail@citipointe.qld.edu.au ABN 15 072 238 554 CRICOS PROVIDER CODE: 00996F

- iv. The College's 6.1.3 Critical Incident Policy section 5.1.2. is to be followed in the event of an Emergency Evacuation having to take place.
- b) **Preparation for an Evacuation Drill**
- i. All teachers and ancillary staff should read the following instructions so as to be familiar with the procedures involved.
 - ii. Reports of each evacuation drill should be written by the Marshall in the Log Folder of Evacuation Drills. A review of each Evacuation Drill should ensure improvement in procedures. Practice of the routine involved in an evacuation should be valuable to all concerned.
- c) **The Alarm**
- i. The fire alarm should be indicated by the **electric bell** being sounded continuously for at least 90 seconds. Sound proof room in B Block are fitted with flashing red lights to indicate alarms
 - ii. In the event of a power failure, the fire alarm should be indicated by the continuous sounding of a hand operated siren.
 - iii. Normally the hand operated siren should be used by the Primary and Secondary Marshall. The hand operated siren should be located in Grace House Reception, Secondary Reception, Outside School Hours Care and with Corporate Services Property Manager.
- d) **Practice Alarms**
- Some warning may be given that a practice is to be held, but exact times may not be announced. Practice will occur both during school time and during lunch time.

Agreement to comply with the Risk Management Strategy

It is a breach of Citipointe Christian College International’s Risk Management Strategy for any person to whom this strategy applies to have been found to have:

- done anything contrary to the policies referred to within the Strategy
- breached the Code of Conduct
- failed to follow the policies and procedures for the protection, safety and welfare of children
- engaged in child abuse.

Below is a copy of the statement you have signed during orientation. Please sign it again and keep it for your records.

I / we
have read the following documents:

- Statement of Commitment to the safety and wellbeing of children and the protection of children from harm
- Plan for managing breaches of the Risk Management Strategy
- Code of Conduct for interacting with children and young people in the homestay industry
- Procedures for recruiting, selecting, training and managing homestay hosts
- Policies and procedures for handling disclosures or suspicions of harm, including reporting guidelines
- Policies and procedures for compliance with Part 6 of the Act (this relates to Blue Cards)
- Risk management for homestay
- Strategies for communication and support.
- Overseas Student Critical Incident Policy

Having read these documents, I understand Citipointe Christian College International’s 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 young people in my care.

Signed: _____	Date: _____
Signed: _____	Date: _____
Signed: _____	Date: _____
Signed: _____	Date: _____

COLLEGE WELFARE AND ACCOMMODATION POLICY

1. Introduction

- 1.1. Citipointe Christian College and Citipointe Christian College International (henceforth referred the College) is committed to preventing harm to students and staff by providing a safe and supportive environment for all students.
- 1.2. The College and college staff “owe a duty to take reasonable care for the safety and welfare of all students in their school.”⁴
- 1.3. A copy of this policy is located on the College’s website⁵ and in the Overseas Student Handbook.

2. Scope of the Policy

- 2.1. This policy applies to college staff, agents, overseas students and their parents/legal guardians.

3. Policy

- 3.1. **Visa condition 8532** requires that under 18-year-old students maintain suitable accommodation, support and general welfare arrangements. Under 18-year-old students may stay with a parent or suitable relative approved by the Department of Immigration or, if this is not possible, they may stay in accommodation approved by their education provider.

- 3.2. It is a policy of the College that students over 18 will likewise maintain approved and supervised accommodation for the duration of their studies in the College.

- 3.3. A student/family must not change any of the agreed upon accommodation arrangements without the written approval of the College. A student is required by the Department of Immigration to always advise of any change of address. The College asks students to confirm their contact details, address and local emergency contact details every six months.

3.4. Care for younger students under 18 years

- a) The College is a CRICOS-registered provider which enrolls younger students under 18 years of age. As part of its registration obligations, the College must satisfy Commonwealth and state legislation, as well as any other regulatory requirements, relating to child welfare and protection for any overseas student enrolled who is under 18 years of age.
- b) These obligations include ensuring that all overseas students under 18 years of age are given age appropriate and culturally appropriate information on:
 - a) who to contact in emergency situations, including contact number/s of a nominated staff member, and
 - b) how to seek assistance and report any incident or allegation involving actual or alleged sexual, physical or other abuse.
- c) The College has documented procedures relating to child welfare and safety⁶, and will implement these procedures in the event that there are any concerns for the welfare of a student under 18 years of age.
- d) In the event of an emergency, the students are to contact:
 - a) Homestay Coordinator and/or Head of International
 - b) Student Protection Officers and college counsellors (if during school hours)⁷

3.5. Accommodation and care options for overseas students under 18 years

The College approves the following accommodation and care options for overseas students:

- a) **The student will live with a parent or relative approved by the Department of Immigration.**
In this case:
 - a) The College does **not** provide a welfare letter (CAAW) via PRISMS. The student’s family completes Form 157N and provides proof of relationship to the Department of

⁴ Duty of Care Handbook (2018) Independent Schools Queensland p4

⁵ <https://citipointe.qld.edu.au/international/policies/>

⁶ [7.1 Student Protection Policy \(ver2.1 2022\)](#)

⁷ [7.1.1 Student Protection Policy Reporting Contact Details \(ver4.1 2022\)](#)

Immigration at the time of visa application for approval of these arrangements. The Department of Home Affairs (Immigration) must also approve any further change of welfare arrangements.

- b) If the adult responsible for the welfare, accommodation and other support arrangements for a student under 18 years holds a [Student guardian Visa \(subclass 590\)](#), all obligations and conditions of this visa must be met, including:
 - i. not leaving Australia without the nominating student unless there are compassionate and compelling circumstances and the College has first approved alternative welfare and accommodation arrangements for the student for the adult's period of absence, and
 - ii. advising the Department of Home Affairs (Immigration) of any change of address, passport or other changes of circumstances.
- c) The College requires holders of Student Guardian Visas to:
 - i. maintain Overseas Visitor Health Cover for themselves and any dependent children living with them in Australia
 - ii. immediately advise the College of any change to address or contact details
 - iii. immediately advise the College if there are any compassionate or compelling reasons to travel overseas or not be at home to care for the student.
- d) If there is a valid reason for travelling overseas, and the College is able to approve alternative accommodation and care arrangements for the student for the period of the student guardian visa holder's absence, the College will provide documentation approving temporary care arrangements for the student to the student's guardian and for the Department of Home Affairs (Immigration) via PRISMS.
- e) If there is not a valid reason for travelling overseas, or if the College is not able to approve alternative accommodation and care arrangements for the student for the period of the student guardian visa holder's absence, the student will need to travel overseas with the holder of the student guardian visa. In this case, the College will advise if compulsory attendance requirements will or will not be affected by the student's absence.

3.6. The student will live in College approved accommodation and welfare arrangements and the College will generate a Confirmation of Appropriate Accommodation and Welfare letter (CAAW) via PRISMS to accompany the student's Confirmation of Enrolment (CoE).

- a) The minimum age the College will accept welfare responsibility, (eg provide homestay accommodation) is 12 years of age.
- b) Accommodation options that may be approved by the College for full fee paying 500 visa subclass students under 18 years of age include:
 - a) Homestay Program operated by Citipointe Christian College International. Please see additional information below.
 - b) Private accommodation and care arrangements, requested by the parent and approved by the College, which meet all requirements under relevant state and commonwealth legislation.
- c) The College will maintain approval of accommodation and care arrangements until:
 - a) The student completes the course and departs Australia
 - b) the student turns 18 years, noting that a student over 18 years old must still remain in College approved accommodation until the completion of the course
 - c) any appeals processes in relation to the College's intentions to cancel the student's enrolment have been finalised (including suspensions, cancellations, course progress and attendance)
 - d) the student has alternative welfare arrangements approved by another registered provider
 - e) a parent or nominated relative approved by the Department of Home Affairs (Immigration) assumes care of the student
 - f) The College has notified the Department of Home Affairs (Immigration) that it is no longer able to approve the student's welfare arrangements and has taken the required action after not being able to contact the student.

- d) Any accommodation, welfare and other support arrangements for the student must be approved by the College, including arrangements provided by third parties.
- e) Accommodation and care arrangements are checked prior to approval and at least every six months thereafter to ensure they are appropriate to the student's age and needs.
- f) Any adults involved in or providing accommodation and welfare arrangements to the student have a blue card as appropriate [Blue Card Services website](#)
- g) Any changes to approved arrangements must also be approved by the College. Visa students are not permitted to attend "schoolies week" on completion of Year 12
- h) If a student cannot be located and the College has concerns for his/her welfare, the College will contact the student's parents/legal guardian and notify the police and any other relevant authorities.
- i) If a student for whom the College has issued a CAAW refuses to maintain approved arrangements, the College will report this to the Department of Immigration and advise the student to contact the Department of Home Affairs (Immigration) to ensure visa implications are understood: [DHA enquiries](#)
- j) In the event of a significant or critical welfare issue involving the student, and if determined necessary by the College, a parent, legal guardian or approved relative agrees to travel to a designated location within 3 days to assume care of the student until the situation has been resolved to the College's satisfaction.
- k) If a parent/legal guardian wishes to assume welfare responsibility, the parent/legal guardian must notify the College as soon as practicable of their intentions and must provide the College with written evidence of a guardian visa grant.

3.7. For College vacation periods, students under 18 years of age for whom the College has issued a CAAW will:

- a) return home to parents, or
- b) continue to live in / be placed in homestay arranged and approved by the College, or
- c) apply for approval to spend the vacation with relatives, or
- d) apply to attend a supervised excursion, camp, etc., if all requirements are met in order to attain College approval.

3.8. Accommodation options for students 18 years and older must maintain College approved accommodation for the duration of the course:

- a) Homestay Program, including private arrangements requested by a parent.
- b) Private arrangements requested by the parents, only if they satisfy the accommodation requirements and are approved by the College.

3.9. For College vacation periods, the following accommodation options are available to students 18 years or older:

- a) Student returns home to parents.
- b) Student continues to live in / is placed in homestay, details of which are recoded by the College.
- c) Student may spend the vacation with relatives, provided approval is given by the College.
- d) Student may attend a supervised excursion, camp, etc, provided approval is given by the College.

3.10. Homestay arrangements at the College

- a) The homestay arrangements operated by the College meet Queensland legislative requirements for child protection as well as Standard 5 of the 2018 National Code of Practice for Providers of Education and Training to Overseas Students.
- b) These include
 - a) Continuous dates for approved welfare arrangements
 - b) Documented procedures for checking suitability of accommodation, support and general

welfare arrangements before a student is placed in an approved arrangement, and at least every six months thereafter, covering

- i. Guidelines for selecting, screening and monitoring each family and ensuring the family can provide age appropriate care and facilities for the duration of the student's enrolment at the College
 - ii. Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services
 - iii. Orientation program for families new to provision of homestay services
 - iv. Compliant homestay risk management strategy, reviewed annually, undertaken by the College
- c) Blue cards as required for adults living in the homestay, other than overseas students, or who otherwise have regular contact with the student.*

*Note: As of 31 August 2020, "[No card, No start](#)" blue card requirements apply for providers of child accommodation services, unless an exemption applies.

COLLEGE HOMESTAY POLICY

1. Introduction

- 1.1. Citipointe Christian College and Citipointe Christian College International (The College) is committed to preventing harm to students and staff by providing a safe and supportive environment for all students.
- 1.2. The College and college staff “owe a duty to take reasonable care for the safety and welfare of all students in their school.”⁸
- 1.3. A copy of this policy is located on the College’s website⁹ and in the Overseas Student Handbook.

2. Scope of the Policy

- 2.1. This policy applies to college staff, agents, overseas students and their parents/legal guardians.

3. Policy

- 3.1. **Visa condition 8532** requires that under 18-year-old students maintain suitable accommodation, support and general welfare arrangements. Under 18-year-old students may stay with a parent or suitable relative approved by the Department of Immigration or, if this is not possible, they may stay in accommodation approved by their education provider.(refer to Overseas Students Welfare and Accommodation Policy¹⁰).

- 3.2. The Homestay Program is administered by Citipointe Christian College International. The College recognises that Risk Management for child protection begins with the recruiting, screening and selection of the right people to serve as homestay hosts, and continues by having consistent procedures in place for all homestay hosts to follow, with adequate management and supervision to ensure they comply with these procedures.

- 3.3. **Selection** - Homestay families are chosen from the Church and College community, and usually have children who attend the College. They are selected with regard to the following guidelines:

- a) The homestay host must be an adult resident in Australia and must provide a stable family environment.
- b) An adult deemed suitable by the College must provide supervision equivalent to that provided by a parent.
- c) The family environment must be suitable for the age and gender of the student, and English should be the main language spoken in the home.
- d) The homestay family will be regular church attendees who will take the student to church with them each week.
- e) No more than two students are to be placed in one homestay. The number of students in a homestay should reflect the facilities available in the home.
- f) The accommodation and facilities provided by the homestay must meet the College’s requirements for a safe and secure environment, and the College must be notified of any changes.
- g) No student will be placed with a homestay until the accommodation has been inspected and approved.

3.4. Screening

- a) All homestay hosts must be holders of current Blue Cards issued by the Commission for Children and Young People and Child Guardian. In addition, every person living with the homestay host who is 18 years or over must be in possession of a current Blue Card. The only exception is where the homestay host is a relative of the student.
- b) All homestay hosts must provide the names and contact details of two referees, one preferably their Pastor, and these referees will be contacted to discuss the family’s suitability to serve as homestay hosts.
- c) The College will undertake regular, on at least an annual basis, on-site visits to homestay hosts to view the accommodation offered.

⁸ Duty of Care Handbook (2018) Independent Schools Queensland p4

⁹ <https://citipointe.qld.edu.au/international/policies/>

¹⁰ <https://citipointe.qld.edu.au/international/policies/>

- 3.5. **Induction** - Citipointe Christian College International has a written orientation process which applies to all homestay hosts and includes procedures for making homestay hosts aware of the legislation on Child Protection and the Code of Behaviour expected of them. The Induction process includes, but is not limited to, making homestay hosts aware of the protocols for the protection of children, such as matters related to being alone with a child, physical contact, privacy, language, bullying etc. All members of the homestay family must be present during orientation meetings. On-going training is provided to homestay hosts during regular home visits and other contact with the Homestay Coordinator.
- 3.6. **Blue Cards** - As of 31 August 2020, "[No card, No start](#)" blue card requirements apply for providers of child accommodation services, unless an exemption applies.
- a) All homestay hosts must have current Blue Cards where required by legislation.
 - b) The College maintains a register of all homestay hosts.
 - c) The College maintains a register of all Blue Card numbers and the dates for renewal.

HOMESTAY PARENTS CONTRACT

We agree to offer to the international student all respect and support required during their stay in our home.

We accept the international student as part of our family and will take all reasonable care for their health and safety.

We will take the international student to church with us each week and will supervise the student while in church.

We agree to supervise the student as detailed in the Homestay Handbook. We will not permit the homestay student to stay home alone, or to stay in his/her bedroom alone for long periods of time except when sleeping. We will remove all the student's electronic devices from his/her bedroom at bedtime and return them in the morning.

We will notify the Homestay Coordinator immediately if the student is disrespectful or disobedient.

We will notify the Homestay Coordinator immediately if the international student engages in any of the following activities: smoking, drug or alcohol consumption, illegal activity, driving or learning to drive, medical problem, failure to follow homestay or College rules, non-attendance at College.

We will notify the Homestay Coordinator if we are planning to be absent from our home overnight.

Unless in unforeseen circumstances, we agree to advise the College at least two weeks in advance if we wish to terminate an existing homestay arrangement. In unforeseen circumstances where we wish to end the homestay arrangement immediately, we agree to refund all unused homestay fees paid.

We will notify the College if we have other international students or boarders concurrently with the Citipointe student.

We agree to have our home and personal contact details recorded as required by government legislation in connection with our role as homestay hosts.

We understand that the College will visit regularly (at least every 6 months) to inspect the homestay and check supervision arrangements which include supervision of homework, leisure time, internet access and digital devices.

We will notify the Homestay Coordinator two weeks in advance, or as soon as practicable if this is not possible, of any change of circumstances in the household including:

- If any change to the homestay residence is made that will affect our ability to meet the homestay residence standards
- If the homestay family is temporarily unable to provide accommodation or suitable supervision for their student
- If the homestay family intends to change address or contact details.

We will ensure that the student resides at the approved address at all times and will notify the Homestay Coordinator immediately if the student fails to do so, or intends to move.

Signed (homestay father):

..... Date:

Signed (homestay mother):

..... Date:

HOMESTAY STUDENT CONTRACT & CODE OF CONDUCT

The College has a number of rules to keep students safe in Australia and to assist in building good relationships with the homestay family. These rules need to be read carefully and obeyed. If the homestay rules are not obeyed, you will not be able to live in a Citipointe homestay and this could put your enrolment at the College at risk.

- You must respect and obey the homestay family. You must always speak respectfully to the homestay mother, the homestay father, the homestay children and their guests. You should be courteous and respectful at all times and must obey homestay parents' instructions and requests. You must respect the privacy and property of the homestay family.
- You should make your bed each morning and keep your bedroom tidy. You should ask your host parents for permission if you want to hang any posters.
- The bedroom is for sleeping and getting dressed. Most other time should be spent in the family areas of the house. You should not spend a lot of time in your room alone, as this can encourage homesickness and loneliness. Friends of the opposite sex should not be in your bedroom at any time.
- Food and drink are not to be eaten or stored in your bedroom as they attract mice and insects. Ask your host family to provide a space in the kitchen for you to store your snacks.
- You should talk to the family and practise English as much as possible.
- You should go to bed at the time the family says and get up in the morning at the time the family says.
- It is important for your health and study that you sleep well every night. For this reason, you are not permitted to have any electronic devices in your room after bedtime. All your electronic devices (phones, iPad, iPod, computer) should be given to your homestay parents at bedtime and returned to you each morning.
- You should use your mobile phone in moderation and not at the dinner table or in the presence of your host family.
- You must give your mobile phone number to your homestay parents and the Homestay Coordinator. Mobile phones should be switched on at all times, except when you are at school and at bedtime.
- You should use your own mobile phone for all private calls.
- You are responsible for your own internet cost and usage and will be required to purchase a Pre-paid Wireless Internet package.
- You are expected to do all your homework each night and politely ask for help from your homestay parents when needed. You are expected to study hard and make good progress at school.
- You should be present at family meal times unless you have made arrangements with your host parents.
- You must take short showers to help save water. Four to five minutes is enough time for a shower. You should ask your homestay parents the best times for you to use the bathroom. You should leave the bathroom neat and tidy after use, ready for the next person.
- You should help with general household chores such as setting the table, clearing the table and washing dishes.
- You are not permitted to sleepover anywhere but at your homestay unless the Homestay Coordinator has approved the sleepover in advance.

- You must ask permission well in advance from your homestay parents before going out and inviting friends to visit. You must let your homestay parents know where you are going, who you are with and when you will be home.
- You must not change your plans at the last minute – you must be home at the time previously arranged with your homestay parents.
- You must not travel on buses or trains after dark.
- Boyfriend/girlfriend relationships are not permitted. You should always go out in a group and not as a couple.
- You should not go into the city unless accompanied by a responsible adult with the approval of your homestay family. Queensland Police have advised us that there are gangs who target international students and therefore it is not safe for students to go into the city alone.
- You should join in with family activities and family outings and attend church every Sunday with your homestay family. This will help reduce homesickness and help you get to know Australian culture. It will also help you develop your English skills. When at church, you must stay in the meeting with the homestay family and not go outside or to the foyer.
- You must not drive a car without the written permission of your parents and the College.
- You must not travel in a car when another student is driving without the written permission of the College.
- You must not have body piercing, tattooing or hair colouring done while in Australia. If female students wish to have their ears pierced, they must obtain written permission from their parents which should be emailed to the Homestay Coordinator before they have their ears pierced. Only one small plain stud or sleeper in the bottom of each ear lobe will be permitted. Male students are not permitted to have any piercings.
- You must not smoke, drink alcohol, take drugs, gamble or access pornography in any form.
- You must pay for all personal, medical, dental and entertainment expenses (e.g. anywhere that has an admission fee).
- You should inform the Homestay Coordinator of your travel arrangements at the beginning of each term. You must be at school on the first day of each term and the last day of each term.
- You should talk to the Homestay Coordinator if you have any problems you cannot resolve easily with the host family.

I have read the homestay rules carefully and I promise to obey them.

Signed:

Print Name: Date: