

080-PP-MGS Younger Overseas Students (Accommodation & Welfare) Policies and Procedures

Purpose and Scope

These policies and procedures cover care arrangements, including guardianship and accommodation, of overseas students under the age of 18 who apply to or study at MGS. See also 052-PP-MGS Student Counselling and Welfare Support Policy, which deals with welfare issues affecting all students, both local and international.

Macquarie Grammar School Limited complies with the Child Protection (Prohibited Employment) Act 1998 (NSW) and the Commission for Children and Young People Act 1998 (NSW), and screens all people who work or assist in a direct supervised or unsupervised capacity with Macquarie Grammar School for students aged less than 18 years of age.

These policies and procedures deal with the requirements of:

- National Code 2018 Standard 5: Younger Overseas Students
- NSW Education Standards Authority NESA Guidelines, Requirement 3.8: Younger Overseas Students

It should be read in conjunction with 070-Applications and Admissions Procedure and 052-Student Support Services.

Responsibility

The Admissions Officer is responsible for the implementation of this policy/procedure, including ensuring that:

- suitable accommodation and welfare arrangements are made under contract to protect the personal safety and social well-being of the students; and
- MGS staff and students are aware of the policy's application; and
- MGS staff implement the policy's requirements.

The Admissions Officer will be responsible for updating this policy, in consultation with the PEO/Headmaster where appropriate. All changes must be authorised by the PEO/Headmaster.

The Director of Welfare and Operations will be involved in any welfare issues that arise in relation to this policy.

Homestay and guardianships are to be organised through homestay and guardianship agencies as the preferred first choice. In **exceptional** circumstances the school may organise homestays and guardianships not through an agency.

Care Arrangements: General Requirements

Details of how these requirements are met are set out later in this document.

At any time while a student on a student visa is under the age of 18, accommodation, support and general welfare arrangements are the responsibility of:

- a parent or a relative approved by the Department of Home Affairs; or
- MGS; or
- another provider (only if the student is transferring from or to another provider, and only during the period nominated by that provider).

MGS takes responsibility for a student's welfare by issuing a CAAW (Confirmation of Appropriate Accommodation/Welfare Arrangements) letter. Reputable agencies are the preferred first choice will be engaged to provide accommodation (homestay) and guardianship (welfare) services, though MGS remains ultimately responsible for accommodation and welfare for those students with CAAWs. In addition to the monitoring carried out by the homestay and guardianship agencies, MGS will carry out its own checks. See below for details.

Welfare arrangements must be organised before a student's application for a student visa.

It is essential that a hard copy of all documents mentioned herein (original, copy certified by a JP as a true copy or copy verified by a staff member) is placed in the student's file.

In cases where a relative nominated by the parents and meeting the Department of Home Affairs Suitable Nominated Relative criteria is responsible for welfare arrangements, MGS will retain written evidence that the parents approve of this arrangement, and of any subsequent changes.

Care arrangements must remain in place during any period of suspension of studies.

See the Applications/Admissions Procedure [070] for details of how care arrangements are initially organised.

Selecting Homestay and Guardianship Agencies

Since 15th October 2015, MGS has not organised new homestay placements directly. Instead, all homestays are provided by homestay agencies.

The Admissions Officer maintains an eligibility list of agencies engaged in providing welfare-related services including guardianship, homestay and airport pickup. Only organisations on this list are the preferred choice.

Organisations may be added to the list after evidence of the following has been gathered:

- that the organisation has successfully worked with students under the age of 18 for more than one other international education provider, through the provision of references;
- that the organisation understands the needs of younger overseas students and the legislative and regulatory requirements for working with these, especially regarding Working with Children Checks, National Code 2018 Standard 5;
- that homestay agencies demonstrate an understanding of local council regulations relating to the provision of homestay services; all homestays must abide by council regulations;
- that the agency provides a 24-hour emergency contact phone number;
- that, in the case of homestay, the agency's requirements for homestay premises include: private non-shared room for each student with bed, desk suitable for prolonged study, chair, lamp, wardrobe, appropriate space for storage of study-related materials such as books and personal possessions, protection from excessive noise, and access to public transport that allows for around an hour door-to-door commute to MGS.

MGS works towards having more than one provider of each service so that there is a backup in the event of problems occurring with the main provider.

Final decisions relating to approval of agencies for inclusion on the list rests with the PEO/Headmaster.

Contracts with homestay and guardianship agencies allow for monitoring by MGS of the homestays and guardians engaged, e.g. by random short-notice visits to homestays or visits in Terms 1 and 3.

Placing Students with Homestays and Guardians

MGS works with agencies to match homestays and guardians with the interests and requirements of the students. Generally this will involve eliciting information about the students' requirements (e.g. dietary, medical, tolerance for pets, interests) through the application form and passing the information on to the agency. Priority will be given to requirements (medical, dietary etc); once these have been met, the student will be allocated to the homestay or guardian they match best, e.g. through interests, other children of a similar age, etc.

In general, no more than one overseas student is staying with any one homestay household at any one time, except in cases at the PEO/Headmaster's discretion (examples include siblings – two brothers would most likely be allowed to live in the same house). This point applied from 29 February 2016.

Working with Homestay Agencies

While homestay agencies are expected to carry out rigorous checks of the accommodation and also of the family members and anyone else normally living in the accommodation, MGS still remains the responsible party under the ESOS Act. Therefore, it is essential that communication with the homestay agency is effective, and it's also essential that MGS carries out its own checks in addition to those carried out by the homestay agency – see Monitoring of Welfare and Accommodation Arrangement section below.

Homestay agencies (and homestay families) must agree that copies of all contracts involving MGS students are to be supplied to MGS and kept on file.

Working with Guardians and Approved Relatives

All approved relatives (i.e. those taking welfare responsibility where a CAAW is not issued) and guardians must be interviewed prior to an eCoE being issued, irrespective of whether the guardian has already been interviewed as part of the approval process within a guardianship agency. This interview may be carried out remotely (e.g. by Skype or telephone) if the person is overseas and is travelling to Australia with the guardian.

All guardians, whether nominated by parents or organised through an agency, will be provided with the school's information about their obligations in relation to child protection legislation, and full details about MGS including a student handbook and contact details of the Director of Welfare and Operations and Student Services Officer.

Responsibilities of the guardian include:

- providing the student with an orientation to Sydney;
- being available to the student on a 24 hours a day, 7 days a week basis when needed for advice and emergencies;
- if not living with the student, meeting the student at least fortnightly to monitor safety and welfare issues;
- being in touch with the parents on a regular basis (minimum once a month; preferably more frequent than this);
- contacting the Student Services Officer or Director of Welfare and Operations at MGS on a regular basis and also in the event of any problems arising;
- ensuring timely referral to appropriate support services for the student should personal problems arise;
- representing the student should any grievance arise, e.g. in relation to accommodation;
- notifying the MGS Admissions Officer of any unresolved grievance regarding accommodation;

- maintaining a working knowledge of the Education Services for Overseas Students Act 2000, MGS Grievance Procedures and Home Affairs requirements for students studying in Australia;
- notifying MGS immediately should the arrangement between the guardianship service and the student's parent(s) lapse or terminate while the student is still under the age of 18 years;
- maintain compliance with the employment screening provisions of the Commission of Children and Young People Act 2000 and Working with Children Check requirements;

Airport Pickup

MGS will perform checks on each and every student during the application process to ensure that arrangements are in place for all students applying from offshore to be transported from the airport to their accommodation in a safe manner. This will generally be by the parent, approved relative, guardian, the homestay family or through an airport pickup organised by the homestay agency.

Keeping Students Informed of Requirements and Their Obligations

During Orientation at the beginning of their studies, students are informed of their responsibilities regarding accommodation including the need to discuss any potential change of accommodation with MGS before it happens, and about the school's welfare support systems. Current students are reminded of the support available and of their obligations through tutor group (roll call) time dedicated to this topic each term.

Monitoring of Welfare and Accommodation Arrangements

This section explains the monitoring process. For what happens when the monitoring process leads to concerns over student welfare or accommodation, see the next section.

While MGS has a wider duty of care over those students with CAAWs, those who are in the care of their parents are also included in the monitoring.

Records of all contact with parents, guardians and homestay family are kept in the relevant student's file and on Denbeigh.

Initial Checks: The **parent** and **approved relative** or **guardian** of each student is contacted one to two weeks after the student starts classes to discuss settling in and welfare. During the first month of a homestay period, **students** may complete a 249-FM-MGS Homestay Student Questionnaire and **homestay families** may complete a 250-FM-MGS Homestay Provider Service Review Questionnaire about their homestay arrangements. The Student Services Officer checks the results for (a) any possible specific concerns, and (b) any general trends, areas of weakness or issues that suggest an improvement in processes may be warranted.

General Welfare Checks (internal): International students are included in the normal welfare monitoring processes applicable to all students, in accordance with 052-Student Counselling and Welfare Support Policy. All teaching staff are inducted and professionally developed in child protection. This includes training in noticing clues that a student might, for example, be unhappy at home. If any such welfare issues are noticed, these are brought to the attention of the Director of Welfare and Operations at the earliest opportunity.

Ongoing Checks

Every six months (terms 1 and 3), all international students, whether living with parents, a guardian or in homestay, complete a form during tutor group (roll call) in which they indicate their current address. The Student Services Officer then checks it against the address that MGS has on file for the student, in order to help identify whether a student has moved without informing MGS.

Parents and any guardian of each student are contacted at the end of every term to discuss academic progress and the child's welfare; the person making contact (usually the classroom teacher and may include the Director of Curriculum and Compliance and the Director of Welfare and Operations)

will be looking at whether the parent and/or guardian has the expected level of awareness of the situation of the student(s) in their care, as well as checking for any welfare issues.

Guardianship and Homestay agencies are under strict instructions to report to MGS any concerns they may have as soon as possible. Further, guardianship and homestay agencies monitor the continued appropriateness of welfare and accommodation arrangements.

Agencies make contact with all students in the care of the guardian, to establish whether the student-guardianship relationship is appropriate and that responsibilities are being adhered to. Records of all contact are forwarded to MGS through the agency's portal for monitoring (to ensure they're being done and that MGS is informed of any problems) and placement in the students' files.

Direct inspections of homestays by MGS will occur on a non-teaching day at the end of a term. They will generally be carried out by teachers but other staff members may also become involved. Priority will be given to homestays where a problem is suspected or where inspections haven't occurred recently; if neither of these conditions apply, an area of the city will be chosen at random. Each host whose home is to be inspected will be informed of the visit around two days before it occurs to ensure that they are present at the time of the inspection. The person carrying out the inspection will use a checklist with space for comments and a signature; completed checklists will be kept on file.

In addition, the homestay agency has their own on-going program of inspections. Reports are available to MGS through a portal (or MGS will be provided with login codes to access the homestay agency's system); MGS will check these for any otherwise unreported issues, and to ensure that between MGS and the homestay's inspections, a representative sample is inspected during the course of each year.

The homestay agency will ensure that Working with Children Checks are carried out on adult members of each homestay household; results of these checks are passed to MGS and kept on file.

Younger and Less Mature Students. The degree of monitoring will vary on an individual basis, with more intense monitoring occurring with younger students, especially any between the age of 12 to 14, or if maturity or other issues suggest a greater degree of monitoring is appropriate. The Director of Welfare and Operations or the Student Services Officer will have a conversation with each student at least once a term about welfare and housing issues. Other systems are also in place for all students, not just international students, such as the 'Macquarie Mentoring' programme in which older students especially the prefects or Year 12's, 'buddy up' with younger students.

Responding to Concerns Over Welfare Arrangements

If any concern about a student's welfare arrangements is identified, the PEO/Headmaster, the Director of Welfare and Operations and the Admissions Officer will be informed. The Admissions Officer will then prepare a strategy for addressing the issue, in consultation with the PEO/Headmaster. Where a parent or relative approved by the Department of Home Affairs is responsible for care arrangements, the Admissions Officer, under the guidance of the PEO/Headmaster, will liaise with the parents to try to resolve the issue.

Each situation is likely to be unique, but some example actions include:

- asking the Homestay Agency to find alternative accommodation as a matter of urgency;
- negotiating between student and homestay family to ensure that dissatisfactions are resolved;
- an unannounced inspection of the accommodation; or
- counselling the student in accordance with the Student Counselling and Welfare Support Policy [052].

Here are some scenarios that may be used as guides:

- If a student stays out overnight without permission from his or her guardian and homestay parents the student will be counselled, and if necessary warned that continuation of this behaviour may result in reporting to the Department of Home Affairs and visa cancellation.
- If it is found that a student has changed their living arrangements without discussing this with MGS in advance, the student will be counselled to (a) find out the reason, which may be welfare-related and thus may lead to further action, and (b) to ensure that the student knows the seriousness of this matter. The new accommodation arrangements will be checked for suitability, or the student will be told to return to the previous accommodation, as approved by MGS.
- If a guardian is found not to be aware of any of the arrangements or they can't provide an amount of feedback through the process described above that is commensurate with their responsibilities, they will be reminded of their responsibilities under the Guardianship Agreement. The student will then be interviewed by the Director of Welfare and Operations to ascertain the amount of contact with the guardian and whether a new guardian needs to be appointed.
- If a student goes missing from their approved accommodation or is absent from class for two days without explanation and does not respond to attempts to contact him or her, the Critical Incident Policy [005] will be invoked. If, after a reasonable period as determined by the PEO/Headmaster the student had not been found, then the student will be reported through PRISMS for a visa breach by submitting the 'Non-approval of Appropriate Accommodation/Welfare Arrangements' letter.
- If concerns are raised about a student's ability to maintain general well-being and welfare, the situation will be discussed with parents, guardians and/or homestay family, and counselling will take place as appropriate.

If the issue continues, it may be necessary to inform the Education Department and the Department of Home Affairs through PRISMS that MGS no longer approves of care arrangements. An example of this would be if there are indications that the nominated parent or relative caring for the student may have left Australia, or if parents cannot be contacted.

Records will be kept in the student's file of all actions taken. Examples of documents include:

- Completed counselling form (446-FM-Student Counselling Form)
- Letters, reports etc sent to students
- Letters etc generated through PRISMS
- Records of contacts with parents and/or guardians.

Changes to Welfare Arrangements

Suitable accommodation, support and general welfare arrangements must be maintained for all students under the age of 18. MGS is legally required to keep current records of these arrangements. Students must not change their accommodation arrangements without approval from MGS. Changes that MGS is responsible for will be subject to the same checks as during the initial application, see above and the relevant section of the Admissions & Enrolments Procedure [070].

A student may request to change their homestay any time after their arrival at their homestay. At least two weeks' notice must be provided to the homestay host and agency, and a change of placement fee will be chargeable unless the Admissions Officer deems that the homestay placement is inadequately to the needs of the student. MGS will advise the Department of Home Affairs

through PRISMS as soon as possible of any changes to accommodation – in advance of the change where possible.

As a last resort, if a student persists in avoiding accommodation or welfare arrangements that MGS feels it can approve even after the processes described in the section above (*Responding to concerns over welfare arrangements*) have been exhaustively followed, MGS will advise the Department of Home Affairs as soon as possible through PRISMS of this non-approval. This is effectively saying that the student is in breach of their visa conditions, and the consequence is likely to be termination of the student's visa. Similarly, if a student has gone missing and the appropriate processes in the Critical Incident Policy and Procedure [005] have been followed but the student has still not been found after a reasonable period, the student will be reported to the Department of Home Affairs in the same way.

Should a student's enrolment be terminated, suspended or cancelled for any reason while MGS has responsibility for his or her care, MGS will continue to exercise responsibility for that student's care until the date that:

- another provider with whom the student enrolls takes over the student's care arrangements;
- the student leaves Australia;
- the student's parent(s) or Suitable Nominated Relative takes over care arrangements; or
- after following the steps in the section above (*Responding to concerns over welfare arrangements*), MGS takes the decision that it cannot continue to approve care arrangements and has notified the Department of Home Affairs through PRISMS accordingly.

During any period of this nature, the normal process for checking the suitability of the approved accommodation and welfare arrangements will continue and records will be kept as normal.

If MGS suspects that the student has not left Australia as required, MGS will inform the Sydney Office of the Department of Home Affairs directly (not through PRISMS). If the student leaves Australia after leaving MGS and then returns to Australia, MGS is *NOT* then responsible for the student's care arrangements.

Implementation of Policy

Selecting a Homestay Provider:

Macquarie Grammar School works in collaboration with registered homestay providers to accommodate students with Australian host families (eg: Homestay Access, Global, AHN or parent nominated).

1. If a homestay provider is forwarded by a parent the school undertakes the following process, but in limited or exceptional circumstances only. The potential homestay provider is contacted by MGS or a Registered Homestay Provider by phone, by email or by post and provided information (These forms are: Homestay Guide Book, Homestay Profile Form, Homestay Provider Agreement and Working with Children Consent forms).
2. After the applicant has returned the forms to Macquarie Grammar School, the Working with Children Consent forms are lodged with the relevant "Working with Children" screening authorities as required before finalising approval / non-approval of the homestay provider.
3. After the WWCC form results have been returned to Macquarie Grammar School, the Accommodation Officer organises a time for a teacher/representative on behalf of MGS to inspect the homestay provider's household and subsequently visits and screens the host family to verify the quality of the accommodation being offered and to discuss potential arrangements.
4. The homestay provider's details are added to the Denbigh database.

6. MGS notifies Department of Home Affairs (via the pro forma letter available through PRISMS) of the nominated dates and specific details of the student's accommodation arrangements. Should these arrangements change for any reason, Department of Home Affairs is to be notified immediately via PRISMS.

7. All students under 18 years of age must have an adult guardian in Australia. Student's parents are to confirm in writing if they choose their own guardian for the student, using the Parental Advice Form.

8. If the parents require MGS to choose a guardian MGS will enlist the services of the International Student Alliance (ISA).

Pre-Arrival Procedures

The Student (or parents if the student is under 18 years) seeking homestay services will request and complete the following forms from the Admissions Officer:

- a. 254-FM-MGS Application for Accommodation and Welfare Placement.***
- b. 248-FM-MGS Parental Advice of Independent Accommodation Arrangements (students under 18)***
- c. 253-FM-MGS Parents Contact Details Form (students under 18)***
- d. 247-FM-MGS Under 18 Guardianship Form (students under 18)***

And pay the placement fee directly to the homestay provider on the MGS Accounts.

Steps in organising the homestay through the Admissions Officer:

1. pass on details of the newly arriving student to the homestay provider.
2. contact the student OR parent OR student's agent (as appropriate) to confirm whether the student's visa has been granted
3. commence arranging the homestay placement one month prior to the student's arrival (on the condition that the student visa has been issued)
4. confirmation from the homestay provider will take place by receiving an invoice by email.
5. payment to be made by parents to the homestay provider within 14 days
6. contact the preferred homestay provider online to confirm the availability of a room available for the new student
7. prepare and issue a **Student Confirmation Letter** to the student, parent or agent as appropriate and:
 - i. save a copy onto the Admin Drive/Student Services/Accommodation/Confirmation Letters/Confirmation Homestay Host.
 - ii. Place the hardcopy letter in the Student File
8. Prepare and issue a **Homestay Host Confirmation Letter** and send to the preferred homestay provider and:

- i. save a copy onto the Admin Drive/Student Services/Accommodation/Confirmation Letters/Confirmation Homestay Host
 - ii. place the hardcopy letter in the student file.
9. Confirm the student's arrival time and flight number with the student, parent or student's agent (one week prior to the student's arrival) and provide this information to the homestay provider)

Student Cancellation

If the student cancels their accommodation placement after the Homestay Host Confirmation Letter has been issued to the host family, the homestay family is then entitled to a \$500 cancellation fee, which consists of two weeks' rent.

Post-Arrival Procedure

The Admissions Officer will:

1. Contact the homestay family the day after the student's arrival in order to confirm that the student has arrived at their homestay
2. Organise an Orientation Session to present policies, procedures and other matters to the student and parent. Also, the student's school timetable along with a copy of the school policy and class rules for those living in homestay (who are under 18 years)

Monitoring Homestay Procedure

The Admissions Officer will, during the first half and where possible the second half of the year of the Homestay Service Provision:

1. organise teachers to visit homestays and complete a **281 Homestay Checklist** form.
2. analyse and act upon any issues that have been raised by either the student or the homestay provider, about the service being provided
3. place the **281 Homestay Checklist** form in student files and on Denbigh

Thereafter the Admissions Officer and the Director of Welfare and Operations will:

4. continue to monitor the homestay accommodation arrangements on a 6 monthly basis via informal student interviews and phone calls to the homestay provider
5. maintain liaising with the homestay provider:
 - i. until a new registered provider assumes responsibility for approving the student's accommodation, support and welfare (in the case where the student changes their living arrangements), or
 - ii. until the student leaves Australia
6. advise Department of Home Affairs via PRISMS using the **Report Non-Approval of Student Welfare Arrangements** proforma if a situation occurs where homestay arrangements for a student can no longer be approved.

Homestay for Students Under 18

1. When arranging a homestay for an underage student, guardianship is also to be organised for the student at the pre-arrival stage.
2. Once payment for guardianship has been received from the parent, the Admissions Officer will

send payment confirmation details along with the student contact and accommodation details to ISA to proceed with arranging a relevant guardian for the student.

3. The guardian's details are recorded by the Admissions Officer into the Denbigh.

Change of Student Homestay

1. A student can request to change their homestay anytime after their arrival at their homestay location. At least two weeks' notice must be provided to their homestay host and a change of placement fee must be paid.
2. The Admissions Officer has the discretion to waive the change of placement fee if the Student Services Officer or Director of Welfare and Operations deems the homestay placement inadequately meets the needs of the student.
3. The new student Homestay placement must be arranged pursuant of the **Pre-arrival Procedure** of this policy.

Host Family Service Improvements

1. Recommendations can be made to the Admissions Officer or Director of Welfare and Operations at any time for on-going review of accommodation arrangements.
2. Monitoring of homestay accommodation arrangements is then maintained on a regular basis via informal student reviews with the Director of Welfare and Operations or the Admissions Officer. Should the student suspend or cancel their enrolment, their homestay arrangements will continue to be monitored until the student's new registered provider takes over responsibility for approving the student's accommodation, support and welfare; the student changes their living arrangements or leaves Australia; other suitable arrangements are made to meet the Migration regulations; or MGS reports to Department of Home Affairs, that we can no longer approve of the arrangements for the student. Department of Home Affairs will be advised as soon as possible in the occurrence of any of the above circumstances, using the (pro-forma) Report Non-Approval of Student Welfare Arrangements, via PRISMS.

Definitions

Homestay: The school's first choice is to assign students to reputable homestay agencies like AHN, Aussie Families, etc. In exceptional circumstances accommodation arrangements facilitated by MGS for international students whose parents request other arrangements within the ESOS Act.

Associated Documents

254-FM-MGS Application for Accommodation and Welfare Placement Form
248-FM-MGS Parental Advice of Independent Accommodation Arrangements Form
253-FM-MGS Parents Contact Details Form
247-FM-MGS Under 18 Guardianship Form
251-FM-MGS Homestay Profile Form

281-FM-MGS Homestay Checklist Form

Revision History

Rev.	Date	Description of modifications
1	26/02/2009	Original Policy Document
2	30/04/2009	Parents contacts details form implemented
3	21/05/2009	CAAW amendments transferred from ME to have parents sign out as legal custodians responsible for welfare arrangements as per DIAC website
4	02/06/ 2009	Application for Accommodation Placement Form added to records list. Policy to be updated by owner to incorporate into procedure
5	24/06/2009	Head policy linked to sub policy document - 5.17 Airport Pickup Policy and Procedure
6	14/07/2009	Provisions for outsourcing of U18 accommodation & welfare made
7	06/12/2009	Amendments to title and footer
8	31/03/2010	Amendments to Section 8 – Definitions
9	17/08/2010	Initial policy document
10	18/10/2010	Revised policy to include form numbers
11	25/05/2012	Inclusion of 209-PP-MGS Homestay Policy and Procedures into this document
12	22/01/2013	Stay Down Under Homestay Application Form is in addition to 254-FM-MGS Application for Accommodation and Welfare Placement Form; Amendment to procedures, student cancellation policy, change of homestay and post-arrival procedure; Amendment to Definitions
13	18/01/2013	Amendments to Responsibility, Requirement, Method Inclusion to References
14	02/05/2013	Replace MEGA with MGS
15	10/04/2014	Replaced DIAC with DIBP; eBECAS with Denbigh
16	15/04/2014	Replaced DIAC with DIBP
17	19/03/2015	General review; update in light of feedback from BOSTES
18	9/06/2015	Consolidation of all policies relating to homestay and guardianship provision into this; movement of some details to the Applications/Admissions Procedure [070]; minor changes in light of BOSTES feedback in May 2015.
19	23/10/2015	Changes as a result of the meeting on 16 Oct 2015: mostly more specific measures for monitoring of homestays
20	4/11/2015	Minor changes related to the review of 052-Student Support Services
21	16/12/2015	Typo corrections; minor changes related to review of 014-Defer-suspend-cancel P&P.
22	29/01/2016	Addition of extra eventuality (inability to contact parents) as a reason to cease approval of care arrangements; typo corrections in Sections 10 and 11; adjustments to homestay procedures as decided in meetings Feb 2016
23	30/05/2016	Changes to procedure, roles and titles.
24	30/03/2016	Roles and Procedure
25	24/05/2016	Replaced BOS with BOSTES and DIAC with DIBP and role changes
26	25/05/2016	Amended procedures and streamlined processes to reflect changes made in Administration.
27	10/02/2017	Combined and revised policies 058 and 219 into one policy 080. Changes BOSTES to NESA, NSW Education Standards Authority.
28	23/03/2023	Changes DIBP to NESA, NSW Education Standards Authority and roles.