EQI Homestay Code of Conduct

Under the National Code 2007, EQI has an obligation to ensure the safety and well-being of an overseas student enrolled in an EQI program. EQI has a commitment to procedural fairness regarding a person’s rights, interests or legitimate expectations unless there are exceptional circumstances.

The following is a summary of the key responsibilities for Homestay Providers, Students, Schools and EQI. Homestay Providers should refer to the EQI Homestay Provider Application Form for the full Terms and Conditions for a Homestay Provider.

1. General Responsibilities

The Homestay Provider must:

- comply with all EQI Terms and Conditions and all applicable EQI policies and procedures, as well as relevant legislation and the laws and regulations of the State of Queensland and Australia.
- ensure that each adult occupant (18 years or older excluding other international students) residing at the Homestay Residence holds a Blue Card in accordance with the Commission for Children and Young People and Child Guardian (CCYPCG) Act 2000.
- consent to the CCYPCG providing advice to EQI of any changes to the status of a Blue Card held by the Homestay Provider.
- complete a Risk Management Strategy in accordance with the requirements of the CCYPCG Act 2000 and in a form that is specified by EQI and review the document on an annual basis and provide a copy to the school.
- ensure that the Homestay Residence is suitable for habitation and complies with all applicable laws and standards.
- not host any more than two international students enrolled with any education provider at the same time.

2. Travel and Activities

The Homestay Provider must take all reasonable steps to ensure that the student:

- complies with the “International Student Travel / Activities Policy” (a copy of which is available for download at http://education.qld.gov.au/marketing/eqi/pdfs/travel_policy.pdf).
- has obtained appropriate approval in accordance with the “International Student Travel / Activities Policy” prior to undertaking Travel or Activities,
- does not participate in travel or activities that have not been approved in accordance with the “International Student Travel/Activities Policy”; 
- does not engage outside of school hours in high risk activities as identified in the ”International Student Travel / Activities Policy”. The Homestay Provider should contact the school to obtain clearance in relation to any potentially risky activity; and
- does not travel in a car driven by a provisional license holder (i.e. P plate) without their parent’s written permission. This permission cannot be given by the Homestay Provider.

3. Accommodation

The Homestay Provider must:

- provide the student with appropriate accommodation and living assistance, including:
  (a) full board in a clean, tidy household that has been approved as the Homestay Residence.
(b) a safe, secure, private bedroom with suitable storage space for clothes, personal effects and study materials.

(c) suitable facilities for study including a desk, a chair and adequate lighting.

(d) three meals daily ensuring adequate nutritious food and reasonable access to other appropriate food as may be requested.

(e) access to bathroom and laundry facilities.

(f) access to a landline telephone (or suitable alternative) in the Homestay Residence.

(g) access to household items, such as towels, sheets, blankets and eating/cooking utensils.

(h) any keys, alarms or passwords required for the student to have free access to the Homestay Residence.

(i) a general orientation to the local area and community facilities that are available.

(j) send a family member to accompany the student to and from school on the first day.

(k) provide access to the use of television, telephone, computer and internet facilities as mutually agreed between family and student, assist with additional connections if appropriate, and negotiate proper use within the home.

(l) negotiate house rules including agreed curfews with the student, in liaison with the school.

- if the Homestay Provider proposes to materially change the Homestay Residence (including but not limited to altering the home or the address), notify EQI four weeks in advance, and

- advise EQI as soon as reasonably practicable of any willful damage done to the Homestay Residence by the student.

4. Supervision and Care

The Homestay Provider must:

- ensure that the student is appropriately supervised at all times throughout the duration of the Homestay including by:
  
  (a) maintaining suitable supervision of the student outside of school hours.

  (b) monitoring the student’s general welfare including by reference to the student’s social activities.

  (c) confirming with the student and the International Coordinator where necessary, that appropriate approval has been obtained by the student prior to the student participating in travel and activities.

- notify EQI if the Homestay Provider is temporarily unable to provide accommodation for, or supervision of, the student.

- not force their religious beliefs upon a student and be accommodating to a student's religious requirements.

- communicate with the Student in English and converse regularly in order to support their language development.

- refer all matters involving the police and/or media to the school coordinator as soon as possible.

- all communication with the student’s natural parents and/or education agents must be directed through the school coordinator.

5. Schooling Requirements

The Homestay provider must:

- assist and support the student’s attendance at the school and support the completion of homework assignments and assist where required.

- assist the student to participate in extracurricular activities arranged or recommended by the school.

- receive a copy of school reports if requested.
Schools to provide:
- Homestay Providers with student information as soon as it is available once a student has been allocated to a homestay provider.
- Schools and Homestay Providers must comply with the provisions of the Right to Information Act.
- a Homestay Provider orientation session.
- training workshops at least on an annual basis.
- emergency contact information for key International Student Program staff for use in emergencies.

6. Medical and Emergency Situations
The Homestay Provider must:
(a) if any serious incident, accident or medical emergency involving the student occurs, promptly notify the school who will notify EQI of that incident, accident or medical emergency.
(b) assist the student to access any necessary medical, dental, hospital or other health-related services including by making appointments and, where necessary, accompany the student to those appointments.
(c) promptly notify EQI or the school of the results of any medical treatment or tests involving the student.
(d) where practicable, arrange for invoices in connection with any of the events outlined in paragraphs (a) and (b) above to be sent directly to the school for payment by the student’s parent/guardian.

7. Fees
EQI will, on behalf of the student, pay to the school the Homestay Fees which will be paid to the Homestay Provider on a fortnightly basis.

Students must pay all tuition and Homestay fees as invoiced directly to EQI.

8. Communication with EQI
The Homestay Provider must:
- provide the school with their contact details and keep the details current by notifying the school within 1 days of any change.
- advise the school at least 2 weeks in advance of any changes to the household occupants of the Homestay Residence, or as soon as practicable if advance notice is not possible.
- use all reasonable endeavours to attend all relevant meetings and information sessions arranged by the school or EQI in relation to the Homestay Program.
- for the purposes of assisting the school and EQI to monitor the student’s general welfare, meet with the International Student Coordinator or Homestay Coordinator, as required by the school.
- allow the school and EQI access to the Homestay Residence for the purposes of conducting periodic assessments of the Homestay Provider’s compliance with the Terms and Conditions of the EQI Homestay Provider Application, and the ongoing suitability of the accommodation for the student.
- Allow a settling in period of 4 weeks before changes are requested, unless exceptional circumstances apply.

If an International student requests to move from the designated Homestay provider, the School will investigate and initiate mediation or counselling where appropriate. The final decision on any student move will be made by the School Principal in liaison with EQI.

EQI reserves the right to move a student at any time without notice in exceptional circumstances.

9. Termination by the Homestay Provider
- The Homestay Provider may withdraw as a Homestay Provider by providing 4 weeks written notice to the school or EQI.
- The Homestay Provider agreement is valid for 12 months, with a possibility of 12 months extension. At the end of this period, the Homestay Provider is required to reapply to EQI.
10. Termination by the School or EQI

The school or EQI may revoke the Homestay Provider’s status as an authorized EQI Homestay Provider:

- if there is a serious incident, complaint or emergency involving the student, immediately by providing the Homestay Provider with notice to that effect and also removing the student from the Homestay Residence;
- or
- in any other case, by providing the Homestay provider with 2 weeks’ notice or as otherwise mutually agreed between the school and the Homestay Provider.