



Welfare and Accommodation Information Booklet



WESLEY COLLEGE

MELBOURNE AUSTRALIA - SINCE 1866

CRICOS 00354G

Introduction

Wesley College enrolls students from many countries around the world and prides itself in preparing these young people for life in the global community.

At Wesley College we offer all students the opportunity to be their best and to excel. Our programs help students to meet all their academic entry standards and develop study, language and cultural skills. This ensures a smooth and successful transition to their study in Australia.

To assist with students' studies and to ensure their time at Wesley College is a happy and beneficial one, we offer a full range of support services including orientation programs, an English Language Preparation Program and academic support. Whilst academic success is vital, a student's personal welfare is equally important to us.

Wesley welcomes students from Years 9 to 12 to our Learning in Residence boarding program. International students commencing in Year 8, who are 13 years of age or older, may choose Homestay prior to joining Learning in Residence.

Homestay parents and families offer students full board with their own room and meals supplied in a safe and caring environment. Host families also support students with academic and cocurricular commitments.

Homestay families are carefully selected by Wesley College and students are matched with a compatible family. All homestay providers are required to hold a current Working with Children Check and Victorian Police Check and must complete Child Safe and other specified training as directed by Wesley College. The International Student Coordinator provides ongoing support and monitoring to ensure the student has adjusted to his or her homestay environment.

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Welcome to our Wesley College Homestay program

The relationship between the Homestay Parent and a student can be a very rich and rewarding experience. It is an opportunity to share cultural and language experiences and to establish international connections. However, it is important that both parties have a clear understanding of expectations.

What is Homestay?

Accommodating a student can offer Homestay Parents and their families an enriching and enjoyable experience. Homestay is a term used to describe full board accommodation offered by a family, couple or single person, for which a set weekly fee is charged. This fee covers all expenses associated with providing food and shelter to a student studying in the school. This includes providing:

- A single room for the student's use
- Use of living areas within residence
- Cleaning services - of common living areas
- Use of washing facilities for clothing
- Facilities - bed, wardrobe, towels and linen
- Fuel - gas, electricity, and water
- Study facilities - desk, chair, study light, bookcase
- Internet access

General Information for International Students

Wesley College prides itself on being a school with a caring environment, a factor which is particularly important for international students where there is no immediate family support system. The school has clear guidelines in relation to the selection and care of international students, thus ensuring their happiness and success while at Wesley College.

Welfare and Accommodation

Wesley College is responsible for the welfare and accommodation arrangements of students studying at the College on a student visa. Students accompanied by a parent or Department of Home Affairs (DHA) Approved Relative staying in Australia on a Guardian visa do not require approval. All students under the age of 13 must have a DHA approved guardian who is a parent.

Wesley College requires that all international students irrespective of age either live with a DHA Approved Relative, live in Learning in Residence (boarding) or live in a Homestay which has been approved by the College, receiving full board with their own room and meals supplied. Students in year 9 and above will be placed in Learning in Residence (boarding) at the Glen Waverley campus unless they are residing with a DHA approved guardian.

Students are obliged to notify the College of any change of address while enrolled at the school. Where the College has issued a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter and approved the students' welfare and accommodation arrangements, the student must seek both the College's and their parent's prior approval for any change to welfare and accommodation arrangements.

Wesley College will arrange Homestay accommodation on behalf of the student. While enrolled at the College international students may only stay in approved Homestay accommodation unless they are under the direct care of parents or have returned home overseas. The College does not delegate, outsource nor contract out responsibility for the accommodation and welfare of international students under 18 years of age holding a CAAW letter.

Local Support Person

The College requires all international students, irrespective of age, to have a person who is

living in Melbourne appointed as a Local Support Person for the duration of their enrolment at the school. While the College has overall responsibility for international students, the Local Support Person provides personal and practical support and assists us to oversee students' welfare.

The Local Support Person must be approved by the College and may be appointed by the parents or the College. They should be a mature adult and should act as necessary in assisting with such matters as discipline, attendance, academic progress and accommodation for the student. A Local Support Person should attend school functions that would usually be attended by a parent, such as information evenings or student review meetings. As a Local Support Person may occasionally provide short term accommodation for a student, such as during school holidays, all the same responsibilities and expectations of homestays apply.

With the parents, the Local Support Person should assist the ISC and oversee student's travel between their home country and their accommodation in Australia. The Local Support Person should help monitor the student's activities during weekends and holiday periods.

Students under the age of 13

The Victorian Registration and Qualifications Authority (VRQA) has guidelines regarding the enrolment and welfare responsibilities of schools accepting international students less than 13 years of age. Wesley College will not enrol nor provide welfare responsibility to students under 13 years of age who intend to live without a parent or DHA Approved Relative.

Where Homestay accommodation is to be provided to international students, the College will ensure that all reasonable steps have been taken to verify that students will be at least 13 years of age at the time of commencing Homestay before entering into an agreement, or making arrangements for the provision of Homestay accommodation, or before issuing a CAAW letter to the DHA.

Family referred Homestay arrangements are treated as general Homestay arrangements and students under 13 years of age are not permitted to live in such arrangements. Wesley College will not provide Homestay for any student under the age of 13 years and all students under 13 years must reside with DHA Approved Relatives.

Education Services for Overseas Students (ESOS) and the National Code of Practice 2018

- Wesley College has welfare responsibility for international students
- The College is required to ensure students are doing well in their studies and attend all classes. The College will monitor the students and put support strategies in place should attendance or academic progress decline.
- Accommodation and welfare support must be approved by Wesley College at all times and cannot be changed without prior discussion with the International Student Coordinator

International Student Coordinator

The International Student Coordinator (ISC) oversees accommodation arrangements for international students and conducts home inspections and screening processes prior to approving a home for Homestay and on an ongoing (every semester) basis.

The ISC is responsible for ensuring that Homestay accommodation is age appropriate for the prospective international student and that Homestay providers receive information including the Child Safety Code of Conduct, Child Safety Policy, The Commission for Children and Young People Safety for Children from Culturally and Linguistically Diverse backgrounds Tip Sheet and receive child safe training annually.

The ISC completes an identification and reference checks, ensures Working With Children Check and Police Checks are valid, and verifies the address for all people over 18 years of age in the Homestay environment.

Emergency contact details for both the College and the parents of the student will be provided to the Homestay host. In addition to annual child safety training, the International Student Co-ordinator and staff associated with international students (Assistant to the ISC) receive regular training in:

- Policies and procedures for managing emergency situations and critical incidents
- The ESOS Act, the National Code of Practice 2018
- The VRQA Guidelines for the Enrolment of Overseas Students Aged Under 18 Years
- Procedures for verifying the age appropriateness of international student's accommodation

Legislative Requirements - Child Safe Standards

Minimum and compulsory child safe standards are in place to create and maintain a child safe environment. They cover child sexual abuse, physical abuse, emotional and psychological abuse and neglect of children under the age of 18 years. Wesley College is fully committed to ensure that all seven child safe standards are fully implemented in all of our school environments.

Child Safe Standards compliance

All participants in the Wesley College Homestay program – including the Local Support Person, direct contact volunteers, contractors or third parties (where appointed by the College), College staff and all residing in the Homestay household over 18 years of age must complete annual child safe training and have read and understood Wesley College's Child Safety Code of Conduct and Child Safety Policy located here: <https://www.wesleycollege.edu.au/about-wesley/child-protection-at-Wesley>

Victorian Police Check and Working with Children Check

All participants in the Wesley College Homestay program – including the Local Support Person, direct contact volunteers, contractors or third parties (where appointed by the College), College staff and all residing in the Homestay household over 18 years of age are required to undergo a Victorian Police Check (VPC) and obtain a Working With Children Check (WWC) prior to coming into contact with international students.

The costs are borne by the Local Support Person or Homestay resident. If completed online, the Australia Post VPC certificate is generally available within 2 hours and the WWC may take up to 3 months so prospective Homestay providers are asked to plan accordingly.

The Certificates (either hard copy or soft) are forwarded to the ISC (for Homestay providers and Local Support Persons) who validate the certificates using the Australia Post app and the WWC website or WWC Status Checker. The ISC continues to monitor WWCs and validates them once per term.

The College's Human Resources Department is responsible for validating certificates of direct contact volunteers and College staff. Contractors and third party providers are responsible for validating the certificates of their staff and are required to produce valid checks upon request. For validation purposes, the VPC for Local Support Persons and Homestay providers (all over 18 years residing in the home) are to be obtained via Australia Post. WWC and VPC checks must be updated every 5 years. It is preferred that both checks are completed online via:

<https://www.workingwithchildren.vic.gov.au/>
<https://policecheck.auspost.com.au/>

The selection process for Homestay Parents and households

People interested in hosting a student should apply directly to the College. The International Student Coordinator at each campus is responsible for interviewing the family, assessing the suitability of each Homestay and conducting reference, ID, WWC and VPC checks for all those residing in the home who are over 18 years of age. This involves a visit and interview to evaluate the age appropriateness of the home and to outline the requirements and expectations of a Homestay Parent.

Placement of a student

A student will be carefully matched to a compatible Homestay. Suitability will be determined according to the information provided on the application form. The placement of a student in a Homestay is a joint decision between the student, the student's parents, the Homestay Parent and the International Student Coordinator.

Once a Homestay has been selected, the *Homestay Agreement*, provided by the College, must be signed by the student, the Homestay provider and International Student Coordinator. The International Student Coordinator will contact the Homestay Parent as soon as the student's arrival details are finalised and will help coordinate transport arrangements for the student from the airport, if required.

Living with a Homestay student

Wesley's expectation is that the focus of the Homestay Parent is, at all times, on the welfare and support for the student. Living in Homestay accommodation allows students to participate in family life, share cultural and language experiences and establish local or international connections while studying at Wesley College.

The Homestay Parent plays an important role in providing support, stability and a nurturing home environment to a student. Homestay Parents may or may not be current Wesley families with school-age children. They are to provide a student with clean and secure accommodation. This includes providing three meals per day and a separate bedroom, furnished with study facilities.

The students will be of teenage years and, for international students, arriving in a strange country can be a daunting experience. They will have to adjust to a different lifestyle, food, culture and language and many will have very high expectations of academic achievement. Students may feel homesick or lonely. Tiredness and minor illness is often an initial reaction. To overcome these feelings of dislocation, we ask that Homestay Parents are supportive and understanding.

Please also be aware that:

- House rules will need to be clearly explained to students on their arrival
- The use of household facilities such as the washing machine and water use etc is to be clearly explained
- Some students will not be used to doing household chores
- Students may not be used to eating a varied diet and Homestay Parents should be aware of any food a student cannot eat due to religious beliefs or allergies
- The Homestay Parent has a duty of care for the student and, as in any family, there will be problems that will need to be worked through in a caring way
- Any problems in the Homestay should be brought to the attention of the International Student Coordinator and Local Support Person as soon as possible, so the school can provide assistance with any matters which arise

Expectation of Homestay Providers

Homestay Parents together with Wesley College are required to exercise a duty of care for students. They will be given specific contact details at Wesley College and should contact the school immediately if they have any issues or concerns regarding the student.

The International Student Coordinator needs to be contacted if:

- Homestay Parents are not able to monitor the student's activities in the evening and on weekends (to know who the student is with, where they are going and time of expected return)
- Homestay Parents have concerns regarding the safety and welfare of the student
- Any property damage occurs
- A student is absent for a night (unless the Homestay Parent is a DHA Approved Relative, they are unable to approve overnight stays for students.)
- A student is late home and you cannot contact them
- A student is absent from school (for any reason)
- A student is seriously ill or has a serious accident
- Homestay Parents are unable to be at home overnight or longer
- Homestay Parents change contact details
- Homestay Parents will be temporarily unavailable (an alternative Homestay arrangement may need to be put in place)
- There is a change to who is living in the Homestay home
- Someone who generally resides in the Homestay home turns 18 years of age

General pastoral care guidelines:

- Students should be provided with a house key and house rules and the home security should be explained
- Homestay students are considered as an extra member of the family, and will be expected to be included in the family and accept and abide by the rules of the house
- Homestay Parents are required to assist in monitoring student activity and inform the International Student Coordinator of any concerns.
- Students are not to be left alone overnight
- Assist students when they face homesickness or culture shock; alert the International Student Coordinator when there is a concern
- Privacy is important and personal possessions and space of students should be respected
- It is reasonable to expect students to be home by a specified time during the week
- Students must be home before dark on weekends too unless special arrangements are made and approved.
- If students are returning after dark in special circumstances such as drama or music performances it is recommended that they are assisted by the Homestay Parent or Local Support Person
- As a general rule, students should return home by 6pm.

Expectations of the student

Students need to:

- Read and understand The *Welfare and Accommodation Information Booklet* for International Wesley College Students
- Make sure they have the Homestay Parent and emergency Wesley College phone numbers with them when they are not at home
- Check that they understand the expectations, routines and protocols in their Homestay homes
- Be responsible and reasonable when using internet, water, heating and cooling
- The average Australian shower time is 5-10 minutes (Australia is the driest inhabited continent on earth and a country of droughts and water shortages)

- Reimburse expenses if there is any damage to property during their time of residence (this must always be discussed with the International Student Coordinator prior to payment)
- Notify their Homestay Parent if they will be home late or will not be home for dinner
- Inform their Homestay Parent of their planned activities for the weekend or holiday periods
- Keep their bedroom and the bathroom tidy
- Place dirty washing in a designated place for washing at the agreed time Assist with small household chores (such as helping to tidy up after dinner)

Health, general insurance and fire safety

All International Students are required to maintain International Student Health Cover during their stay in Australia. Students may initially need assistance with making medical and dental appointments. If a student is ill and is not able to attend school, the Homestay Parent or Local Support Person will be required to notify the school. It may be necessary for the Homestay Parent or Local Support Person to accompany the student to the doctor.

We advise Homestay Parents to check with their insurance company to ascertain whether public liability is included in their home/ contents policy. Public liability insurance covers damages sustained by any person who is injured whilst on their property. For this reason, the school formally advises each Homestay Parent to ensure that such cover is in place if they wish to provide Homestay accommodation. Homestay Parents should also have cover for any damage caused to their home by a student. It should be noted that the school has no obligation to accept liability for damage or injury. Homestay Parents also need to ensure that their insurance policy covers the student's belongings.

Smoke alarms are mandatory in all Homestays. The Metropolitan Fire Brigade strongly advises regular checking of smoke alarm batteries and replacement of alarms every 10 years. Candles and incense in bedrooms should be banned. Do not allow students to overload power boards as this frequently causes fires.

New arrivals and support at Wesley College – Homestay responsibilities

Provide assistance during the transition to school and consult with the ISC where there are concerns.

Travelling to/from school and sport

Homestay Parents are required to help the student understand and access public transport to and from school. All students are involved in the cocurricular program, which involves playing sport on Saturday mornings. It is the responsibility of the Homestay Parent and the Local Support Person to assist students to get to and from Saturday sport.

Overnight stays, holidays and travelling home

No international student is permitted on overnight stays unless they stay with a DHA Approved Relative or a College approved Homestay/Local Support Person, and only by consultation with the ISC. Homestay Parents are required to discuss travel plans and holiday plans with the student and ISC.

Costs, payment and notice

This cost may vary between Homestay providers, depending on the facilities and services offered as well as the location of the home.

If a student returns home for school holidays, a payment of 50% or less of the weekly/fortnightly/monthly rent is required to be paid to the Homestay for the duration of the holidays and the following applies:

- No additional charges can be made without prior discussion with the International Student Coordinator
- No bond payment is to be taken from the student

- If parents are visiting during term time, a student may choose to temporarily stay with their parents. In this case, parents need to pay the Homestay parents a minimum of 50% to retain the student's room, however the payment should be negotiated directly with the Homestay parents
- Students spending time at school camp are required to pay 50% of the Homestay fee

Other charges:

- The student is responsible for medical expenses, as well as the costs of transport, medical and personal items
- If the student is to join the Homestay Parent for an outing (for example going out for a meal) then this cost is included in the fees. However, if the Homestay Parent is organising a more costly activity and feels this should not be included in the usual Homestay fee, this must be discussed with the International Student Coordinator prior to the activity.
- If the Homestay Parent is also the Local Support Person, a small additional charge will be paid to the Homestay Parent for carrying out these responsibilities. The amount to be paid to the Local Support Person will be specified in the 'Welfare Arrangements for International Students' Local Support Person's Guidelines and Agreement form'.
- Students and Homestays are required to give two weeks' notice if a change in Homestay is being sought.

Structure of the day

Students additionally have after-school sports commitments and some students will have before or after school music commitments. If you are uncertain about these commitments, please consult with the International Student Coordinator.

Ongoing contact with the school

Homestay Parents will receive regular information from Wesley College and are required to:

- Ensure the student attends additional school activities including speech nights, excursions, camps, etc
- Liaise with the school concerning behaviour, conduct or any issues which may affect the student's progress
- Notify the International Student Coordinator if the student wishes to change accommodation. Students are not able to move without the approval of the International Student Coordinator
- If the student is ill, contact the school via the absentee line on 8102 6555 (GW) 81026287 (SKR)

Ongoing support for Homestay Parents and students

The International Student Coordinator will contact the Homestay Parent and the student soon after the student moves in, to give support and ensure that everything is running smoothly. They will continue to monitor the Homestay on a regular basis and talk to the student periodically to ascertain their adjustment to the Homestay. The College will provide the Homestay and the student with an after-hours contact in case of emergency.

Complaints procedure and external appeals bodies (Legal Services)

The Homestay Parent must contact Wesley College if there is any disagreement, dispute, discomfort, danger or worry about the student. If the Homestay is found to be unsuitable for either party or if there is any danger or a dispute that cannot be resolved, it may be necessary to move the student to another Homestay provider.

For more information, see the Overseas Students Ombudsman – www.oso.gov.au

Email: overseas.students@ombudsman.gov.au

Telephone: 1300 362 072 or Interpreting Service: 131 450

Guidelines for students living in Homestay or in Melbourne without parents

You must contact the International Student Coordinator if:

- you feel unsafe
- you want to stay overnight in accommodation apart from your Homestay
- you are late home and cannot contact your Homestay
- your Homestay is not home overnight
- you change your mobile number
- you feel seriously ill or have a serious accident
- you have difficulty or conflict with a person in your Homestay or with your Local Support Person

Living with a Homestay, students can expect:

- 3 nutritious meals 7 days per week plus snacks such as fruit
- Furnished bedroom with study facilities
- Linen, towels, laundry facilities
- House rules and use of household facilities to be explained
- Conserve water and reasonable use of electricity is be expected
- A house key to be provided
- Rules on security to be explained
- Your own privacy, your possessions and space to be respected

- Fire safety rules with regard to cooking and especially in winter when heaters are used to be discussed
- Living in a Homestay will be different to living with your own family and you may take some time to adjust

Time for coming home and expectations of student when going out

- Students are expected to be home at a specified time during the week and an agreed time should be made for weekends. As a general rule students should return home after school during the week.
- Students should be home before dark
- Students are expected to inform the Homestay where they are going and the time they will be home
- Students must contact the Homestay parent if they are delayed
- Students must see the International Student Coordinator if they wish to stay away from their Homestay at any time

Costs and Payment, Insurance and Homestay Agreement

- Cost of the Homestay fee is agreed at the start and is written in the Homestay agreement
- Payment of the fee must be made by the due date as agreed
- The fee cannot be altered without prior discussion with the International Student Coordinator
- If you return home during the holidays, at Clunes, at a school camp or at Yiramalay a payment of 50% or less of the fee is required for that period
- When you wish to terminate the agreement, two weeks' notice must be given to the Homestay
- Internet access is included in the fee
- You are responsible for medical expenses, transport and personal items
- The Homestay Agreement must be returned to Wesley College no later than a week after you move into your Homestay

Guidelines for Homestay Parents

The Homestay parent/s must contact the International Student Coordinator if:

- you have concerns about the safety and welfare of the student
- the student is absent overnight
- the student is late home and you cannot contact them
- you are unable to be home overnight or are temporarily unavailable (eg: going away for a holiday)
- your contact details change
- there is a change to who is living in the home or someone already there turns 18
- student is absent from school (please inform the Cluster Leader for Middle School students. Contact absentee line 8102 6555 (GW) 81026287 (SKR)
- student is seriously ill or has a serious accident (the Homestay parent or local support person should take student to hospital and contact the International Student Coordinator)

Living with a Homestay student

- Provide clean secure accommodation with a separate fully furnished bedroom with study facilities
- Provide 3 nutritious meals 7 days per week plus snacks, unless otherwise negotiated
- Be supportive and understanding
- Explain the house rules clearly to the student on arrival
- Explain the use of household facilities such as the washing machine
- Explain about conserving water and reasonable use of electricity

Safety of Students

- Students should be provided with a house key
- Rules on security should be explained
- Privacy of students and their possessions and space should be respected
- Explain fire safety rules especially in winter when heaters are used
- Expect students to be home at a specified time during the week and an agreed time should be made for weekends. Students are expected to contact Homestay parent if they are delayed
- Students must see the International Student Coordinator if they wish to stay away from their Homestay at any time

Costs and Payment, Insurance and Homestay Agreement

- Cost of the Homestay fee is agreed at the start and is written in the Homestay agreement
- Payment of the fee must be made by the due date as agreed
- The International Student Coordinator must be informed prior to any changes to the fee
- If a student returns home during the holidays, a payment of 50% or less of the fee is required for that period
- When the Homestay or student wish to terminate the agreement, two weeks' notice must be given by either party
- Internet access is included in the fee
- The student is responsible for medical expenses, transport and personal items
- Homestays are to ensure that their insurance covers accident/ injury of a student and theft of a student's belongings
- The Homestay Agreement must be returned to Wesley College by the end of the week after the student moves into your home.

Contact with the school

Sign permission forms when required (Liaise with parents regarding forms; only parents can sign forms regarding medical issues or excursions longer than a day). If the Local Support Person is separate ensure they have been informed of any absence, excursion or any documents that have been signed.

Guidelines for Local Support Person of International students

The Local Support Person may be a Homestay Parent or separate to the Homestay. If they are separate to the Homestay Parent, they are expected to work closely with the Homestay Parent to assist in supporting our students.

The Local Support Person provides personal and practical support in addition to the support provided by the College and provides assistance with the overall welfare of the student. The ultimate responsibility for students lies with the College. The College does not delegate, outsource nor contract out responsibility for the accommodation and welfare of international students under 18 years of age holding a CAAW letter.

A Local Support Person must be approved by the International Student Coordinator and prior to appointment, must provide valid Working with Children Check and Police Check, undergo a reference check, have read and understood Wesley College's Child Safety Code of Conduct and Child Safety Policy, and is required to undergo initial and annual training in child safety.

Overall Welfare of student

- Be contactable via phone, text, email, WhatsApp and We Chat to assist ISC if required
- Be available to assist the ISC and school with any emergency situations if required
- Help student to understand their visa conditions – unsatisfactory school attendance and unsatisfactory academic performance which may result in visa cancellations by the Department of Home Affairs
- Ensure student is aware of laws related to under 18's – e.g. prohibition of driving or

- purchasing of alcohol and cigarettes and vapes
- Liaise with the school regarding any welfare issues which may affect the student's wellbeing, safety or academic progress
- Maintain frequent contact with the Homestay or Head of LIR
- Meet face-to-face with the student fortnightly
- Help student claim for any medical expenses
- Assist student to seek any medical attention required and ensure medical certification for any absence is obtained
- Help ISC support students to open bank accounts and organise SIM card/ phone
- Assist ISC and Parents with arranging or overseeing travel plans for student during school holiday time
- Assist with arranging airport drop off and pick up or overseeing this if a student is under 16
- Assist with supporting student during their settling in period especially as they may suffer culture shock and homesickness
- Assist Homestay to monitor student's social activities after school hours, on the weekend and during holiday time
- Help students to move their belongings to a new Homestay if necessary

Support for academic progress

- Attend parent /teacher review meetings
- Liaise with teachers and International Student Coordinator/Head of ELPP (If student is in ELPP program) if there are any concerns or questions related to the student's academic performance

Support for parents

- Where required, assist the ISC to give practical advice/ information to parents. E.g. how to access WISE
- Assist with keeping in contact with parents regarding their child's academic progress, co-curricular activities and overall welfare
- Liaise with the school on the parents' behalf if necessary
- Where appropriate liaise with parents regarding any medical issues

Contact with the school

- Liaise regularly with the International Student Coordinator/Head of ELPP (while student is in ELPP) and other staff if necessary regarding the student's welfare and academic progress
- Inform the International Student Coordinator if there are any concerns related to accommodation
- Contact the school if the student has to take leave during term time or holidays
- Ensure the school has all the relevant contact details and medical records for the student

Costs and payment

- If the Local Support Person is also the Homestay then this can be added to the Homestay fee. The recommended fee is \$40 per week
- If the Local Support Person is separate to the Homestay then the fee is to be paid as pre-arranged with the Support/Carer agency

Support for Students, Homestay Parents and Local Support Persons

- *Communication about concerns or ways to manage issues that arise*
- *Mediation: Our International Student Coordinator can mediate, provide guidance and take action as appropriate*
- *Emergencies: A 24-hour emergency help number is available to students, Homestay parents and Local Support Persons.*

CONTACT INFORMATION

Glen Waverley Campus

International Student Coordinator

Name: Natalie Siritzky
Phone: +61 3 8102 6068
Mobile: 0437 463 653
Email: natalie.siritzky@wesleycollege.edu.au

Bilingual Administrative Assistant

Name: Kelly Zhang
Phone: +61 3 8102 6273
Email: Kelly.zhang@wesleycollege.edu.au

After hours contacts

International Student Coordinator

Name: Natalie Siritzky
Mobile: 0437 463 653
Bilingual Administrative Assistant
Name: Kelly Zhang
Mobile: 0437 463 653

St Kilda Road Campus

International Student Coordinator

Name: Sue McEncroe
Phone: +61 3 8102 6287
Mobile: 0418 978 427
Email: susan.mcencroe@wesleycollege.edu.au

After hours contact

Name: Sue McEncroe
Mobile: : 0418 978 427

EMERGENCY

Police / Ambulance / Fire Phone 000

Lifeline Telephone Counselling 131114

Nurse-on-call 1300 60 60 24

24-hour Telephone Interpreter (user pays service) 13145