

Welfare and accommodation options for students under 18 years of age

Welfare and accommodation arrangements for overseas students under 18 years of age enrolled at The Cathedral College include:

- Student lives with parent, legal guardian or relative approved by Department of Immigration
- Student's welfare and accommodation arrangements are approved by The Cathedral College. This includes:
 - College boarding house

Student lives with a Parent / Legal Guardian/Relative approved By Department of Immigration

It is the role of the following staff members to undertake these steps in administering the School's welfare and accommodation policies and procedures if a student is living with an adult approved by the Department of Immigration:

Staff Member	Action	REF
Assistant Principal - Boarding	<ul style="list-style-type: none"> ○ Provide information about school requirements to student guardian. <i>Procedures if student is living with a student guardian approved by Department of Immigration</i> (below), and administer any requests to approve alternative arrangements if the approved adult wishes to depart the country for compassionate or compelling reasons. ○ Inform student guardian of requirement to inform The Cathedral College within 7 days of any change to contact details for who to contact in an emergency and anyone responsible for the student's accommodation and welfare including current residential address, mobile number (if any) and email address (if any). 	NC B St 3 St 3.5.3 NC B St 5.2 www.border.gov.au

Responsibilities - student is living with a student guardian approved by Department of Immigration

(These procedures were originally developed in consultation with the Brisbane office of Department of Immigration)

1. See summary of requirements at [Student guardian Visa \(subclass 590\)](#). (This visa is valid for the same length of time as the nominating student or until the student turns 18 years of age.)
2. Note in particular information provided to holders of subclass 590 visas by the Department of Immigration at <http://www.border.gov.au/Trav/Visa-1/590-> :

Ref: <http://www.border.gov.au/Trav/Visa-1/590-?modal=/Visas/supporting/Pages/590/entering-and-leaving-Australia.aspx>

Entering and leaving Australia

If you need to leave Australia without the student, you must provide us with evidence that:

- there are compassionate or compelling reasons for doing so, and
- you have made suitable alternative arrangements for the student's accommodation, general welfare and support until you return.

The alternative arrangements must be approved by us and the student's education provider. Discuss your circumstances with the education provider as soon as you know you need to travel.

There are two ways you can make alternative welfare arrangements:

1. Nominate an alternative student guardian who must be, except in limited circumstances, a parent or relative aged 21 years or over. To do this, use [Form 157N Nomination of a student guardian](#). This form outlines documentation you need to provide when nominating a student guardian. Send this form, the education provider's approval (in a letter or email) and the required documentation to your nearest office before you leave Australia.
2. The student's education provider can take responsibility for the student's welfare by issuing a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter which will state the start and end dates for approval of welfare arrangements.

We will tell you if the alternative welfare arrangements have been approved. If we decide that the welfare arrangements are not suitable, you cannot leave Australia without your nominating student(s).

If you need to leave Australia permanently and your student needs to continue to study, new welfare arrangements must be approved.

If you do not comply with the conditions of your Student Guardian visa (subclass 590), your visa might be cancelled, and we could also cancel the nominating student's visa.

(Accessed 13/11/17)

Procedure - school becomes aware that the guardian visa holder plans to depart Australia

Procedure - school chooses to accept temporary welfare responsibility on behalf of a guardian visa holder

If the School is requested to approve temporary arrangements for the specified dates, it is the role of the following staff members to undertake these steps in administering the School's welfare and accommodation policies and procedures:

Staff Member	Action
Enrolments Officer	<ul style="list-style-type: none"> ○ Assess request for approval of temporary welfare arrangements as per the <i>procedure for approving temporary welfare arrangements and vacation care</i> section below
Enrolments Officer	<ul style="list-style-type: none"> ○ If approved, create a temporary CAAW in PRISMS for the agreed dates, and
Enrolments Officer	<ul style="list-style-type: none"> ○ provide the parent / visa holder with a letter that notes the circumstances given and confirms that alternative arrangements for the accommodation and welfare of the student have been approved by the school for the specified period of time, and ○ advise the parent / visa holder to send a completed copy of Form 157N Nomination of a student guardian, a copy of the school's letter and any other required documentation to the nearest Immigration office before departing Australia (a list of offices is available at http://www.border.gov.au/about/contact/offices-locations/australia), and ○ advise the parent / visa holder to take this letter with them as evidence of temporary welfare arrangements.
Assistant Principal – Boarding	<ul style="list-style-type: none"> ○ Monitor that the parent / visa holder has returned by the agreed return dates to ensure continuous welfare.
Assistant Principal – Boarding	<ul style="list-style-type: none"> ○ If the parent / visa holder has not returned by the agreed date, either extend the temporary CAAW or notify Department of Immigration of the parents / visa holder's continued absence.

Procedure - school chooses NOT to accept temporary welfare responsibility on behalf of a guardian visa holder

If the School will not or cannot approve the proposed arrangements, and cannot or will not approve alternative arrangements for any reason, it is the role of the following staff members to undertake these steps in administering the School's welfare and accommodation policies and procedures:

Staff Member	Action
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Assistant Principal - Boarding	<ul style="list-style-type: none"> ○ Advise the parent / visa holder the student must also depart the country. <p>In this case it will be a School decision as to whether the period of time not attending classes will be treated as a School-initiated suspension of studies (see Policy and procedures for deferring, suspending or cancelling a student's enrolment) or will be recorded as an absence as per Standard 8 (see School Course progress and attendance policy).</p>	
Procedure - Student guardian has departed Australia without notifying school & without school providing temporary CAAW		
If the student is being accompanied by an adult with a student guardian visa and the school becomes aware that the guardian has left the country without the student, and the school has not agreed to accept temporary welfare, this process applies:		
Staff Member	Action	
Enrolments Officer	<ul style="list-style-type: none"> ○ Notify Department of Immigration and follow directions given by Department of Immigration representative 	
Procedure - school has concerns about the welfare of a student in the care of a guardian visa holder		
If the student is being accompanied by an adult with a student guardian visa and the school has concerns for the welfare of the student, this process applies:		
Staff Member	Action	
Enrolments Officer	Notify Department of Immigration and follow directions given by Immigration representative	
Responsibilities - school is approving accommodation and welfare (i.e., issuing a CAAW letter from PRISMS)		
Where a school agrees to accept welfare responsibility for an overseas student, Department of Immigration specifies the following requirements:		
Ref: http://www.border.gov.au/Busi/Educ/Educ .		
Responsibilities for under 18 year old students		
<i>If you are approving care arrangements for students younger than 18 years of age, you must:</i>		
<ul style="list-style-type: none"> • <i>give the student a Confirmation of Appropriate Accommodation and Welfare (CAAW) confirming that appropriate arrangements have been made for the student's accommodation, support and general welfare. The period nominated by the provider must be at least the length of the student's Confirmation of Enrolment (CoE) plus seven days at the end of the CoE or until the student turns 18</i> • <i>report through PRISMS any changes to the care arrangements, including the type of accommodation</i> 		
<i>This information is required to ensure compliance with Public Interest Criterion 4012A and visa condition 8532.</i>		
<i>More information is available about Welfare arrangements for students under 18.</i>		
<i>You are strongly advised to use the standard letters available from the PRISMS for confirming welfare arrangements and notifying of changes.</i>		
<i>Detailed information about education providers' responsibilities is available on the International Education website.</i>		
(Accessed 14/11/17).		
Registered providers are also required to meet requirements under the 2018 National Code, ESOS Act 2000, and Queensland legislation.		
In addition to RESPONSIBILITIES AND PROCEDURES FOR ALL OVERSEAS STUDENTS UNDER 18 YEARS OF AGE above, the following requirements apply for students for whom <i>The Cathedral College</i> has issued a CAAW:		
Procedures - school is approving accommodation and welfare (i.e., issuing a CAAW letter from PRISMS)		
Staff Member	Action	REF

Enrolments Officer	Create the CAAW in PRISMS nominating the start and end date for which <i>The Cathedral College</i> accepts welfare responsibilities and advise the student he/she cannot enter the country before the start date of approved arrangements.	NC B St 5 St 5.3.1
Enrolments Officer	Ensure any adults involved in or providing accommodation and welfare arrangements to the student, and who have the opportunity to have direct physical contact with the student, meet all blue card requirements in Queensland. This includes: Non-teaching School staff responsible for managing student support programs Non-teaching School staff responsible for boarding house supervision, services, duties or activities Staff employed by any third party engaged by <i>The Cathedral College</i> to organise and assess welfare and accommodation arrangements.	St 5.3.2 St 5.3.7 www.bluecard.qld.gov.au
Enrolments Officer	Ensure that Blue Cards remain current for: <ul style="list-style-type: none"> • all staff members, • relevant third party suppliers Monitor changes in staff Blue Card status	St 5.3.2 St 5.3.7 www.bluecard.qld.gov.au
Procedures - managing transfers		
Enrolments Officer	For inbound students If <i>The Cathedral College</i> seeks to enrol a student under 18 years of age who is transferring from another registered provider, and has welfare arrangements approved by that provider, the school must: <ul style="list-style-type: none"> ○ if before the student has completed the first six months of their school sector course - provide a letter of offer to the student and check that the student 's release has been granted in PRISMS before issuing a CoE ○ negotiate the transfer date for welfare arrangements with the releasing provider to ensure there is no gap; ○ create CoE with CAAW based on agreed transfer date, and ○ inform the student of their visa obligation to maintain their current welfare arrangements until the transfer date, or have alternate welfare arrangements approved or return to their home country until the new approved welfare arrangements take effect. 	St 5.7.1 St 5.7.2
Enrolments Officer	For outbound students If the school grants a student's request for transfer to another registered provider before completing the first six months of their first school sector course (and the student has provided with a valid letter of offer from the other provider), the school must confirm the student's release in PRISMS. If the student transfers to another registered provider before completing their course, the school must <ul style="list-style-type: none"> ○ negotiate the transfer date for welfare arrangements with the receiving provider to ensure there is no gap, and 	St 5.7 St 7.3.2

	<ul style="list-style-type: none"> ○ advise the student to contact the Department of Immigration to seek advice on whether a new student visa is required. <p>Once the school has received confirmation from the receiving provider that a CoE with CAAW has been generated, the school must:</p> <ul style="list-style-type: none"> ● create a SCV and record details of the transfer in the “Comments” field under the Welfare Tab in the student’s CoE, and ● click on the change of accommodation/welfare link. <p>It will be possible to print a copy of the updated record. (A PRISMS alert that there is a clash of arrangements with another provider is also a signal to update this information in PRISMS.)</p>	
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Managing suspension and cancellations of enrolments, or significant changes to approved arrangements

In the event that the school:

- suspends or cancels the student’s enrolment, or
- can no longer approve the accommodation welfare, or
- the student will be cared for by a parent or nominated relative approved by Immigration and a Confirmation of Appropriate Accommodation and Welfare (CAAW) is no longer required.

Procedures - managing suspensions and cancellations

Enrolments Officer	<p>In the event that the school suspends or cancels the student’s enrolment, the school must</p> <ul style="list-style-type: none"> ● continue to monitor the suitability of the student’s arrangements until <ul style="list-style-type: none"> ○ the student has alternative welfare arrangements approved by another registered provider, or ○ care of the student by a parent or nominated relative is approved by Immigration ○ the student leaves the country, or ○ the School reports it can no longer approve arrangements. ● update PRISMS to ensure that the CAAW is cancelled <p>Update the student’s records to reflect the change in arrangements.</p>	St 5.6
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Procedure - school can no longer approve welfare

***NB: if the school can no longer approve welfare of a student because of serious circumstances, and wishes to seek advice from the Department of Immigration, follow this procedure below BEFORE MAKING THIS REPORT VIA PRISMS.**

- **Firstly, if the child is in danger, schools should contact the police and state and territory welfare authorities before reporting it to Department of Immigration**
- **All matters can be reported to a Department of Immigration officer on 1800 009 623. An interpreter can be arranged on this line if required.**
- **When reporting, schools should**
 - **make it clear that the student is under 18 years of age**
 - **advise the Department of Immigration officer if the incident / situation has been reported to another agency (e.g., police or welfare authority) even if the other agency may not have had time to assess the case**

- *If the incident or situation is of a serious or sensitive nature that requires high level advice prior to reporting to the Department of Immigration duty officer, in the first instance contact*
 - *International Quality (Schools) Unit by e: cricosreg@dete.qld.gov.au or t: 3513 6748, or*

Project Manager (International Education), ISQ by e: mlane@isq.qld.edu.au or m: 0421 917 330

Enrolments Officer	In the event that the school can no longer approve the accommodation welfare, including when the student cannot be contacted, the school will: <ul style="list-style-type: none"> ○ Advise the Department of Immigration within 24 hours; and ○ make all reasonable efforts to ensure that the student's parent / guardians are notified immediately of non-approval. 	St 5.4 St 5.5
Procedures - parent / guardian assumes welfare responsibility (CAAW to be cancelled)		
Enrolments Officer	In the event that a CAAW is no longer required because the student will be cared for by a parent or nominated relative approved by Immigration, the school will: <ul style="list-style-type: none"> ○ confirm that the parent / nominated relative has been approved by Department of Immigration (e.g. via VEVO); and ○ update PRISMS as soon as possible to ensure that the CAAW is cancelled; and ○ update the student's records to reflect the change in arrangements. 	5.3.6.1 St 5.6.2
Procedures - school is approving temporary welfare arrangements and vacation care		
Enrolments Officer	Ensure Blue Cards are in place for all persons 18 years and over if required according to Blue Card legislation.	St 5.3.2
Process for managing disruptions for welfare arrangements, including in emergencies		
Enrolments Officer	In the event that: <ul style="list-style-type: none"> ○ the international student is refusing their accommodation or is missing from their accommodation ○ the accommodation provider becomes unable to maintain arrangements, <p>Activate Critical Incident policy, including</p> <ul style="list-style-type: none"> ○ the action to be taken ○ any immediate welfare arrangements in an emergency ○ required follow-up by the registered provider ○ records of the incident to be kept for at least two years after the international student ceases to be an accepted student ○ protocols for informing authorities such as the police, Immigration, the international student's parents, or other relevant authorities. 	St 5.3.4 St 5.4 St 5.5 St 6.8
Enrolments Officer	Strategies for managing disruptions for welfare arrangements, including in emergency situations include <ul style="list-style-type: none"> ○ Staff member / third party provider with appropriate background, screening and facilities has been identified as being willing and able to accommodate a student for a short term at short notice if needed ○ Student's written agreement includes a condition for a parent / legal guardian to provide emergency care if needed, and to come to Australia to do this, if necessary. 	
Procedures for emergencies and contact with police		

1. Emergencies:
 - Schools are required to provide students with information about emergency and health services as part of their responsibilities as registered providers.
 - There is section on [Information for emergencies](#) for students under [Health and safety](#) topics on the [Study in Australia – Live in Australia](#) web pages.
 - Students should have a 24 hour ICE (in case of emergency) contact number provided by the school in their mobile phones (St 5.2.1).

2. Contact with the Queensland Police Service (QPS):
 - There is information in [OPERATIONAL PROCEDURES MANUAL](#) for QPS procedures for situations where police come into contact with international students.
 - Other relevant chapters of the Manual include: [Chapter 6 - Special Needs](#) (6.4 Cross Cultural Issues) and [Chapter 16 – Custody](#) (16.7 Foreign Nationals).
 - Police have certain [obligations](#) from the Department of Foreign Affairs and Trade where a foreign national student dies or is taken into custody. (<http://dfat.gov.au/about-us/publications/Documents/detention-or-death-of-a-foreign-national-in-australia.pdf>)

3. Procedure for reporting a missing international student after discovering a student is missing:
 - (i) contact police immediately;
 - (ii) conduct a search (if appropriate) of the school or location;
 - (iii) inquire with other students if:
 - (a) they know where the student may be and/or who the student may be with;
 - (b) there is any concern for the child’s wellbeing (depressed, fearful, bullying, school pressures, loneliness, etc.);
 - (c) any friends the child may confide in;
 - (d) any travel plans the child may have disclosed;
 - (iv) record, if possible, what the student was last known to be wearing;
 - (v) obtain a recent photograph of the child;
 - (vi) identify when & where the child was last seen;
 - (vii) identify if the student has any medical requirements, especially in relation to the medication which must be taken (insulin etc.), if the student takes medication, has the student taken the medication with them;
 - (viii) check (if appropriate) the student’s possessions to see if they have taken their possessions with them (electrical gadgetry, clothing etc.);
 - (ix) advise the student’s parents and establish the most recent contact with the child, concerns for welfare, recent behaviour (talk of returning home, unhappy, etc.);
 - (x) identify social media used by the child, including avatars (on-line names);
 - (xi) identify bank accounts the child has access to (if known);
 - (xii) ensure there is a single point of contact (max two persons) for police to contact with any inquiry outcomes.

The following staff member / department is responsible for reviewing and updating the School accommodation and welfare procedures:

Name of Department / Officer(s) – Enrolments Office	Enrolments Officer
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These procedures should be checked and updated whenever there is a change in regulations about NC Standard 5, in Department of Immigration regulations, or when existing policies and procedures need to be adapted or strengthened.

THIS SECTION LAST UPDATED BY Enrolment Officer	ON 10/11/2018
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