

# Code of Conduct & Quality Service Expectations

The Department for Education and Child Development document International Education Services (IES) *Code of Conduct & Quality Service Expectations* details the standards required for all international students placed in approved homestay accommodation.

Homestay accommodation standards and services (including adult behaviour) are critical to the wellbeing of international students in the South Australian Government Schools International Student Program and to the reputation of South Australia as a quality provider of approved accommodation and student support services.

Homestay parents are expected to provide a child safe environment that is conducive to the students' emotional, social, physical and educational wellbeing. Recognising the importance of child protection, all people over the age of 18 and residing in the home must undergo a Child Related Employment Screening from Department for Communities and Social Inclusion (DCSI), Screening Unit. Student wellbeing may be achieved when adults demonstrate the following protective practices:

## **Ensuring a safe and welcoming home environment:**

- Providing a safe and welcoming environment that will encourage students to experience life as a member of the family.
- Providing a clean, appropriately furnished and warm/cool home and bedroom.
- Providing breakfast, a packed school lunch, after school snacks and dinner during the week and three meals on the weekend. There should be a nutritional variety of foods that provide some choice to accommodate cultural differences.
- Ensuring household facilities/appliances comply with Government legislation regarding safety standards.
- Providing an orientation within the family home, the use of facilities and security. This should include household protocols and safety rules about access and the use of shared facilities such as swimming pools, internet, telephone, mealtimes, visitors and bedtimes.
- Providing simple written information about home rules to help students remember.

## **Providing duty of care:**

- Accepting responsibility for students during out of school hours and providing supervision appropriate to the age of students as would be reasonably expected of parents.
- Nurturing, supporting and assisting where required or requested, appropriate to the age of students.
- Appropriately responding and reporting to school/IES any suspicion of abuse and/or neglect of students.
- Ensuring family members and visitors are respectful towards your students.
- Complying with legislation governing the use of alcohol and smoking in relation to minors, safety and generally acceptable social practices.
- Ensuring students do not have access to literature, websites, movies and other materials that are not deemed appropriate for their age.
- Ensuring students do not move in or out of your home without approval.
- Organising another 'live-in' care giver (with approved criminal history screening) if/when away on holidays.

## **Building positive relationships and respecting cultural differences:**

- Introducing students to all members of the family (including pets) on arrival.
- Providing quality time with students to develop positive relationships.
- Showing sincere interest in students' culture, customs, language and beliefs and accommodating these.
- Supporting and assisting students to live comfortably within a different cultural environment. Balancing students' right to privacy and personal time with being part of the family group.
- Monitoring students' emotional wellbeing. Students may have difficulty communicating concerns

(home-sickness, illness) and isolate themselves from the family.

- Understanding cultural differences eg personal bathroom practices and laundering of clothes.
- Providing assistance, guidance, empathy, patience and encouragement with student's language practice, school activities, planning leisure activities and adapting to Australian life.
- Encouraging students to raise and discuss their concerns about situations where they feel uncomfortable and/or behaviour that is inappropriate.

#### Behaving appropriately:

- Communicating with students in a positive manner (including social networks)
- Ensuring close contact situations are kept to a minimum and are in common areas in the home
- Respecting students' personal space eg asking permission before giving a comforting hug; their privacy eg not entering their room without permission; and confidentiality eg discussing student concerns only with IES or school
- Taking and uploading photos only with students' consent

#### Managing potential household safety issues:

- Providing information about the safe use of electrical appliances eg hairdryers in the bathroom, electric blankets, microwave.
- Providing guidance for safe handling of family pet/s.
- Providing information regarding security for student's personal belongings (laptop etc) and the home.
- Providing information about the bush fire survival plan in high fire risk areas.
- Providing information about potential hazards outside the home including equipment, chemicals, wildlife and stock in rural accommodation.

#### Supporting school communication:

- Liaising with the *International Student Program Manager* at the school regarding any concerns or difficulties.
- Notifying the *International Student Program Manager* if the student will be late /absent.
- Notifying IES and the *International Student Program Manager* of any change of circumstances in the household including students moving in/out.
- Organising appropriate dental or medical assistance where required and notifying the *International Student Program Manager* of the outcome.

#### Managing grievances:

- Ensuring Graduate and Study Abroad students have the contact details of the IES 24 hour emergency phone and carry the IES emergency card with homestay contact details.
- Contacting the *International Student Program Manager* promptly for assistance to resolve issues.
- Contacting IES and the *International Student Program Manager* within 48 hours where there may be damage caused by the student to the home or facilities in the home.

#### Managing medical emergencies:

- Calling 000 for an ambulance for any medical emergency.
- Contacting the *International Student Program Manager* during school hours or IES 24 hour emergency phone after hours in the event of the student requiring emergency medical or dental treatment.

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Authorised by: Director, International Educations



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