

# Risk Management Strategy

## Summary

As per the Fact Sheet from CCYPCG you will have received as part of this documentation, employers and businesses providing regulated child-related services are required to have a Risk Management Strategy in place to protect children and young people from harm. Child accommodation services including homestays fall under this definition.

Therefore, each individual family in Education Queensland International's home stay program must develop a Risk Management Strategy that is specific and tailored to their personal situation.

Recognising the complexity of such an obligation, Education Queensland International has undertaken to develop a strategy outline on behalf of all the families in its program. Utilising the Self Assessment template provided, in a few simple steps each family can tailor this strategy to match their own unique circumstances.

From the Homestay Coordinator at your school you will receive the following:

- Risk Management Strategy documentation which includes:
  - A. A copy of the child protection policy
  - B. A set of standards for interacting with children in the homestay industry
  - D. Policies and procedures for handling disclosures of harm
  - E. A plan for managing breaches
  - G. Plans for high risk activities and special events
  - H. Communication strategy

Also, you will receive:

1. This summary
2. A PowerPoint presentation delivered to you by your Home stay Coordinator in person or electronically
3. A Fact Sheet from CCYPCG
4. A list of contacts for further information
5. An Annual self assessment form
6. An Acknowledgement Form

A copy of the last two of these will be required to be sent in to the homestay coordinator.

A brief description of the documentation that makes up the Risk Management is as follows.

### **Risk Management Documentation Summary**

#### A. The Child Protection Policy

This includes a statement of commitment to the safety and wellbeing of children and the protection of children from harm. It outlines the purpose of having this Risk Management Strategy in place and details the responsibilities

of EQI, the school principal and the home stay families in ensuring the safety and protection of the home stay students in our care. It lists definitions of terms used throughout the documentation and outlines how the policy will be implemented and what will constitute a breach of the policy.

B. A set of standards for interacting with children in the homestay industry

This outlines standards of behaviour expected by all who are in contact with the homestay student and covers the categories of:

- a. Language
- b. Physical Contact
- c. Discipline
- d. Behaviour
- e. Personal Appearance

It also explains breaches and possible outcomes or a breach, aswell as usefull contacts

D. Policies and Procedures for Handling Disclosures of Harm

This outlines the processes around handling disclosures of harm and notes that in the event of suspicion of harm the safety of the student will be given over-riding consideration

E. A Plan for Managing Breaches

This outlines what a breach is, what constitutes a technical or serious breach, the penalties that apply and what to do if there is a breach.

G. Plans for High Risk Activities and Special Events

This document has been set up to cover a wide variety of possible scenarios. It lists:

- f. The scenario/outcome
- g. The level of risk
- h. Consequences of outcome
- i. Proactive steps that can be taken to reduce the likelihood of occurrence
- j. Reactive steps to manage the occurrence
- k. Responsibility

H. Communication Strategy

A simple statement outlining how to ensure the Risk Management Strategy is appropriately communicated to all family members to get maximum benefit from it.

**Other Documentation**

2. A PowerPoint presentation

This will delivered either in person or electronically by your homestay coordinator

### 3. A CCYPCG Fact Sheet

This further outlines the basis behind the legislative requirement to have a Risk Management Strategy in place and what it must include

### 4. A list of Contacts

### 5. An Annual Self-Assessment Form

\*\*\*\*\*IMPORTANT\*\*\*\*\*

This form is for you to consider your own unique circumstances and assess the levels of risk posed by these. It also provides for pro-active steps you can take to minimise the risk. It comes with a sample guide and is required to be updated annually.

**Please send a COPY of this in to your homestay coordinator**

### 6. An Acknowledgment Form

This is to be signed by you and all people permanently residing at the premises. It indicates you have read the Risk Management Strategy documentation and agree to abide by the Standards of Behaviour it outlines.

**Please send a COPY of this in to your homestay coordinator**

With this Strategy and your help we hope to contribute to a safe and friendly environment for our homestay students, giving them a positive and enriching experience, the benefits of which will last a lifetime.

# Risk Management Strategy

## Contacts List

If you require further information or clarification on any element of the risk management strategy please contact the following:

1. The Home Stay Coordinator at the school of your home stay student
2. Commission For Children, Young People and Child Guardian  
Risk Management Office  
[www.ccypcg.qld.gov.au](http://www.ccypcg.qld.gov.au)  
Free Call: 1800 113 611
3. Education Queensland International  
[EQInternational@qed.qld.gov.au](mailto:EQInternational@qed.qld.gov.au)  
(07) 3224-6958

## **B: Standards for interacting with children and young people in the Homestay Industry**

The Standards are important for everybody associated with Education Queensland International's homestay program. The actions of people in the program can have a considerable impact on the lives of children and young people. This document outlines standards of behaviour expected of staff, volunteers, and members of homestay families and visitors who interact with children in the home stay industry.

These Standards seek to provide direction and guidance on our responsibilities as employees and as those who are in charge of the care and welfare of homestay students while they are in and out of school. This is a unique environment where these standards apply not only during working hours but in a situation of 24 hour care. It applies to the behaviour and actions of people who although are in their own home, have agreed to have homestay students live in that home and are therefore required to act in accordance with these standards whenever and wherever their actions impact on the student.

This document establishes standards for conduct that are consistent with upholding the values and principles of the Department as a whole, of Education Queensland International and the International Student Programs it manages.

### **1. Values and Principles**

Queensland state school home stay families believe all home stay students have the right to feel safe, be listened to, be involved in decisions that affect them, have their cultural values respected, not be unjustly discriminated against on the basis of their status, activities, expressed opinions or beliefs of their parents or carers, and have their best interests considered.

Queensland state school home stay families acknowledge that home stay students are unique and valued individuals and deserve to be treated with care and respect.

### **2. Who must comply with these Standards?**

- All staff of the Department of Education, Training and the Arts who interact with children and young people in the homestay industry
- Homestay families, their children and visitors who come into contact with the homestay students
- Volunteers

### **3. When do they apply?**

- The Standards shall apply at all times when any of the people in *Section 2* above interact with the home stay student or are in the presence of the home stay student.

#### 4. Related documents

- The Education Queensland International *Homestay Code of Conduct*:  
[http://www.eqj.com.au/assets/pdfs/homestay\\_codeofconduct.pdf](http://www.eqj.com.au/assets/pdfs/homestay_codeofconduct.pdf)  
This document outlines specific areas related to the actual living arrangements, meals to be provided and support to be given by the homestay family and their friends who are in contact with the children
- The Education Queensland International *International Student Code of Conduct*: [http://www.eqj.com.au/assets/pdfs/is\\_codeofconduct.pdf](http://www.eqj.com.au/assets/pdfs/is_codeofconduct.pdf)  
This document outlines the obligations and responsibilities for the student in interacting with their homestay family, the behaviour they shall use and the methods of payment of their fees. It also outlines other obligations with regards to Academic Performance, school attendance and abiding by the laws of Australia.
- The Department of Education, Training and the Arts *Code of Conduct*  
This code applies to all members of the Department of Education, Training and the Arts. It can be accessed at <http://education.qld.gov.au/corporate/codeofconduct/intro.html>
- *Public Service Act 1996* accessible at <http://legislation.govnet.qld.gov.au/LEGISLTN/CURRENT/P/PublicServA96.pdf> (note: only accessible by government employees from this link)
- *Public Sector Ethics Act 1994* accessible at <http://legislation.govnet.qld.gov.au/LEGISLTN/CURRENT/P/PublicSecEthA94.pdf> (note: only accessible by government employees from this link)
- *Student Protection Policy* accessible at <http://education.qld.gov.au/strategic/eppr/students/smspr012/>
- *Commission for Children and Young People and Child Guardian Act 2000*  
This is an Act to establish a Commission for Children and Young People and Child Guardian to promote and protect the rights, interests and well being of children in Queensland. This Act can be accessed at <http://legislation.govnet.qld.gov.au/LEGISLTN/CURRENT/C/CommisChildA00.pdf> (note: only accessible by government employees from this link)
- *Commission for Children and Young People Amendment Regulation (No.1) 2006*

#### 5. Definitions

- *Homestay Student* is the child or young person staying in the home of the homestay family.
- Any friends of the homestay student who visit the premises or come into contact with the homestay family are also included in this definition
- *Homestay family* refers to the family that is providing the accommodation for the child and looking after them.
- The words *People* and *Persons* are used throughout this document and refer to all those to whom this code applies, as in section 2.

## **6. Standards of Conduct Expected**

These standards exist to help ensure that all involved in the homestay program have a positive and valuable experience. They have been put in place in an effort to take a proactive stance to minimising risks associated with the industry.

### **6.1. Language**

- Language used in the presence of the homestay student shall be appropriate and inoffensive.
- Language shall be culturally sensitive

### **6.2. Physical Contact**

- People shall refrain from inappropriate or invasive physical contact with the homestay students
- Full respect of the homestay student's personal space shall be given

### **6.3. Discipline**

- Discipline shall be decided in liaison with the school's International Student Coordinator and if necessary the parents of the student and Education Queensland International
- In matters of a serious nature action should be postponed until sufficient liaison with the school's International Student Coordinator (or Homestay Coordinator) and Education Queensland International has been carried out and an appropriate course of action has been decided.
- At no time shall corporal punishment be imposed on a homestay student
- The homestay student is bound by the International Student Code of Conduct which also seeks to minimise the need for disciplinary action through clear and concise explanation of standards expected

### **6.4. Behaviour**

- Behaviour shall be appropriate to and respectful of the homestay student
- Aggressive, violent, intimidating behaviour and bullying will not be used nor tolerated from those who are in contact with homestay students.
- A person may not reciprocate aggressive behaviour initiated by a homestay student beyond what is reasonably required to restrain an aggressive student and/or protect oneself.
- Drunken and intoxicated behaviour will not occur in the presence of the homestay student
- A mutual respect for an individual's cultural, ethnic and religious background shall be displayed
- A person shall not permit a homestay student to smoke
- A person shall not permit an unlicensed homestay student to drive a car
- Alcohol is not to be provided to or purchased for a homestay student
- Provocative or sexually suggestive behaviour will not be used
- Persons must not engage in sexual misconduct with a homestay student. This can be defined as:
  - Conduct towards any person that would constitute a criminal offence of a sexual nature; or

- Any other sexual conduct by a departmental employee or homestay family member or friend directed towards or involving any student that is a member of the homestay program
- Sexual conduct is any behaviour that might reasonably be interpreted as being designed or intended to arouse or gratify sexual desires
- The following behaviours might also constitute misconduct or sexual misconduct:
  - Unwarranted and inappropriate touching of students
  - Suggestive remarks or action of a sexual nature
  - Sexual exhibition
  - obscene gestures, language, jokes containing sexual references or deliberately exposing students to the sexual behaviour of others in any form
- People must discourage and reject any advances of a sexual nature from a homestay student
- People will refrain from any activity that may be deemed flirtatious or to be expressing romantic feelings for a homestay student.

## **7. Personal Appearance**

- Appropriate levels of clothing shall be worn at all times in the presence of the home stay student.
- Appropriate personal hygiene shall be maintained

## **8. Breaches of the Standards**

- All persons to whom these standards apply (see *Section 2*) must be accountable for their actions. Consequences of inappropriate behaviour and breaches of the code can come from common law and the disciplinary provisions of part 6 of the *Public Service Act 1996*.
- Breaches of these standards may result in expulsion from the program
- Serious incidents which may be of a criminal nature will be immediately reported to police and the appropriate action taken
- Smaller breaches of the standards may result in the removal of the student(s) from the homestay family
- At times where the breach has not affected a positive relationship for the homestay student and the family and it is not deemed of a serious nature, the person in breach of these standards shall be instructed of the appropriate course of action for the future and be reminded they have read and agreed to be bound by the standards.
- Breaches of the Standards can be reported as per the International Student Programs Grievance Policy, Disclosure of harm and Critical Incident Reporting Policy and EQI's complaints management policy.

## **9. Contacts**

- In deciding whether to report a possible breach of the code of conduct advice may be sought from the school's Homestay Coordinator, International Student Coordinator, school principal and Education Queensland International representatives.
- If you require further information please contact Risk Management Project Officer

**10. Date**

Last updated on 20<sup>th</sup> December 2006  
 Reviewed annually, next review due 20<sup>th</sup> December 2007

Please keep a copy of these Standards for your reference.

**Department of Education, Training and the Arts Risk Management Matrix**

		CONSEQUENCE				
		Insignificant	Minor	Moderate	Major	Catastrophic
LIKELIHOOD	Almost Certain	Moderate	High	Extreme	Extreme	Extreme
	Likely	Moderate	Moderate	High	Extreme	Extreme
	Possible	Low	Moderate	High	High	Extreme
	Unlikely	Low	Low	Moderate	Moderate	High
	Rare	Low	Low	Moderate	Moderate	High

## **A: Risk Management Child Protection Policy for Queensland State School Homestay Families**

### ***Mission Statement***

It is the goal of every homestay family hosting students through Queensland state schools to create safe environments for homestay students.

### ***Statement of Commitment***

Queensland state school homestay families believe all homestay students have the right to feel safe, be listened to, be involved in decisions that affect them, have their cultural values respected, not be unjustly discriminated against on the basis of their status, activities, expressed opinions or beliefs of their parents or carers, and have their best interests considered.

Queensland state school homestay families acknowledge that homestay students are unique and valued individuals and deserve to be treated with care and respect.

### ***Purpose***

The purpose of this Risk Management Policy for Child Protection is to promote the well being of homestay students and to protect them from harm. In addition, this Child Protection Policy provides homestay families with a risk management tool for developing prevention strategies and the effective management of homestay student abuse issues.

### ***Responsibilities***

Education Queensland International must:

- develop homestay policy and procedures in accordance with Commonwealth and Queensland legislation;
- review homestay policy and procedures annually;
- develop communication strategies to ensure relevant homestay information is provided to all stakeholders;
- organise homestay training and workshops for schools.

School principal must:

- implement homestay policy and procedures;
- develop supplementing procedures and guidelines;
- comply with the Department of Education, Training and the Arts Student Protection policy;
- report any allegations of harm to EQI International Student Program Manager or EQI Study Tours Manager and relevant authorities;
- respond to the allegations as per the school's Critical Incident Policy and Department's Student Protection Policy and *Child Protection Act 1999*;
- maintain appropriate records if allegations of harm have been made;
- nominate a homestay coordinator to manage all aspects of homestay, who will:
  - ensure safe homestays are recruited;
  - maintain relevant registers (e.g. homestay families and Blue Cards);
  - recruit, induct and regularly monitor homestay families;
  - develop and maintain relationships with homestay families;

- visit homestay families at least once in a school semester;
- notify the relevant EQI International Student Centre of any homestay issues;
- exchange information with other schools to ensure quality of homestays.

Homestay family must:

- implement homestay policy and procedures;
- obtain a *Working with Children Check* (Blue Card) before hosting any international students;
- attend one of the homestay orientations organised by the school ;
- attend school functions as possible;
- ensure that students are protected from harm wherever they can;
- ensure that students have a quality experience during their time in Queensland;
- obtain approval from the school for any high risk events;
- report any reasonable suspicion of harm towards a student to the school and relevant authorities;
- maintain relevant records of school and EQI procedures
- maintain relevant records of any reports of incidents that may have occurred.

### **References**

*Commission for Children and Young People and Child Guardian Act 2000*  
*Commission for Children and Young People Amendment Regulation (No. 1) 2006*  
*Education Services for Overseas Student Act 2000*

### **Definitions**

**Homestay provider** is the organisation or person arranging the homestay student's accommodation.

**Homestay host** is the volunteer or paid family who cares for the homestay student in their home.

**Homestay student** is the child or young person staying in the home of the homestay host.

**Duty of care** is a legal responsibility to care for the safety and wellbeing of a person.

**Harm** to a child is any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing. Harm can be caused by physical, psychological or emotional abuse or neglect or sexual abuse or exploitation.

**Risk** is the chance of something happening that will have an impact on the organisation's aims or objectives, or an impact on a child's life.

**Risk Assessment** is the process of analysing risks and control measures.

**High risk event** is any activity which places the homestay student in a situation with a high risk of harming or injuring themselves or others.

***Who must comply with this policy?***

- Homestay providers
- Homestay hosts
- Residents of homestay host homes
- Homestay students

### ***Scope***

This policy relates to:

- Statement of Commitment to the safety and wellbeing of children and the protection of children from harm
- Code of conduct for interacting with children and young people in the homestay industry
- Procedures for recruiting, selecting, training and managing homestay accommodation
- Policies and procedures on handling disclosures or suspicions of harm, including reporting guidelines
- Plan for managing breaches of the Risk Management Strategy
- Policies and procedures for compliance with Part 6 of the Act
- Risk management plans for high risk activities and special events
- Strategies for communication and support

### ***Implementation***

This policy will become effective as at 1 January 2007 and will be available for viewing by stakeholders via:

- Induction and ongoing training for homestay families
- Homestay parents handbook/information sheets

### ***Monitoring of compliance with the policy***

Adherence to the policy will be monitored via:

- Regular home visits
- Monitoring of school's Blue Card register
- Homestay families annual self assessment
- Exit statements by homestay students
- Student surveys

### ***Breaches***

It is a breach of the Risk Management Strategy for any person to whom this strategy applies, to have been found to have:

- done anything contrary to the policies referred to within the strategy;
- breached the Code of Conduct;
- failed to follow the scheme policies and procedures for the protection, safety and welfare of children;
- appointed or continued to employ any person in contravention of the policies contained within this strategy;
- engaged in child abuse.

### ***Dealing with suspected breaches***

Suspected or actual breaches of the policy must be reported to the relevant authorities. Breaches may result in criminal prosecution or incur disciplinary action.

### ***Penalties***

Breaches of the policy may be penalised under the common law, disciplinary provisions of part 6 of the *Public Service Act 2006* or by management intervention.

Breaches of the policy will be referred to appropriate authorities immediately. A homestay family may also be removed from the school register of available homestays. For further information on breaches of this policy please refer to the Homestay Code of Conduct.

#### *Appeals*

Homestay family may appeal to the school principal against a decision to remove the homestay family from the school register of available homestays.

Appeals on serious policy breaches reported to the relevant authorities must be filed through the appropriate channels, e.g. Commission for Children, Young People and Child Guardian.

#### ***Evaluation and review***

This policy will be evaluated and reviewed annually by Education Queensland International, Senior Policy Officer.

#### ***Contacts***

Senior Policy Officer, Education Queensland International, Department of Education, Training and the Arts.

#### ***Date***

January 2007

### **D: Disclosure of Harm Policy**

Queensland state school homestay families strive to create a safe and friendly environment for the students and young people involved in our homestay scheme. All issues of suspected abuse will be handled with respect and confidentiality.

When abuse is suspected to be occurring outside the homestay scheme, these suspicions will be reported to the Queensland Department of Child Safety or Queensland Police and the homestay family will be guided by the processes recommended by them.

When abuse of students is suspected to be occurring within the scheme, the safety of the students within the scheme will be given overriding consideration. When homestay family suspects harm against a student, the school and relevant authorities will be notified. Relevant provisions of the Child Protection Act 1999 and organisational policies and procedures will be followed.

#### Procedure

Incident/ harm occurs
Student (or third party) discloses incident/ harm to the homestay family or the homestay family suspects that harm to the student may have

occurred
Homestay family notifies the school and the other relevant authorities
Investigation commences
School follows relevant legislation and departmental policies

**E: Plan for managing breaches of the Risk Management Strategy**

*What is a breach?*

It is a breach of the Risk Management Strategy Scheme for any person to whom this strategy applies, to have been found to have:

- done anything contrary to the policies referred to within the strategy;
- breached the Code of Conduct;
- failed to follow the scheme policies and procedures for the protection, safety and welfare of children;
- appointed or continued to employ any person in contravention of the policies contained within this strategy;
- engaged in child abuse.

*Technical breaches*

Some of technical breaches may include:

- hosting international students without a current *Working with Children Check* positive notice and blue card;
- hosting international students without developing and implementing a risk management strategy as required by the *Commission for Children, Young People and Child Guardian Act 2000*;
- engaging employees without undergoing the *Working with Children Check*;
- hosting more than two students at a time; and
- homestay student travel without required approvals.

*Serious breaches*

Serious breaches of the policy may include:

- engaging in child abuse;
- concealing child abuse;
- putting children at risk; and
- homestay family travelling and leaving homestay student at home alone.

*Dealing with suspected breaches*

Suspected or actual breaches of the policy must be reported to the school or another relevant authority.

*Penalties*

Breaches of the policy may be penalised under the common law. Breaches of the policy will be referred to appropriate authorities immediately.

Technical breaches constitute non-compliance with legislation and may incur financial fines. Serious breaches may incur financial fines and/or criminal prosecution.

More information on penalties is available on the CCYPCG website at <http://www.ccypcg.qld.gov.au/employment/bluecard/penalties.html>

### *Appeals*

Homestay family may appeal to the school principal against a decision to remove the homestay family from the school register of available homestays.

Appeals on serious policy breaches reported to the relevant authorities must be filed through the appropriate channels.

### *What to do if there is a breach?*

The response by a homestay family to a significant breach of the policy may include, but is not limited, to the following:

- Ensure the safety of the international student as a priority: this may include moving the child to a safe place and/or seeking medical attention.
- Contact the relevant school to report the breach.
- Determine whether the breach should be reported to any other authorities.
- Report the breach to the relevant authorities.
- In consultation with the school organise counselling for the international student.
- Monitor international student's welfare and maintain regular contact with the school.

## **H: Strategies for Communication and Support – Home Stay Families**

Families will ensure that this strategy is appropriately communicated to all family members and relevant parties and that all people involved are aware of its location. Families are responsible for making these people aware of any future updates to the strategy and any other developments which may impact upon them.

It is the responsibility of the home stay family to ensure that all relevant parties are familiar with all elements of the strategy including policies and the form for reporting incidents.

## G: Risk Management Plan for High Risk and Special Events

Risk	Likelihood	Consequence	Level of risk	Control mechanism	Response strategy	Responsibility
<b>Pre-arrival</b>						
Student misses the plane from the home country	Possible	Minor	Moderate	Email and phone communication between student, parents, agents, school and homestay	Agent contacts EQI. EQI contacts alliance, schools and homestay coordinators	Agent
Student misses the plane at the stopover destination	Possible	Moderate	High	Phone communication between student, agent, the relevant EQI International Student Centre and school	Agent contacts EQI. EQI contacts alliance, schools and homestay coordinators. New ETA provided to pick up service.	Student
Plane delayed at final destination	Possible	Minor	Moderate	Phone communication between the relevant EQI International Student Centre and school	ISC/pick up service contacts schools/homestay.	Pick up person
Student kidnapped during the journey	Unlikely	Catastrophic	High		EQI/ISC contacts police or relevant authorities, agent, parents, school	EQI
Student ill/hurt during the journey	Possible	Major	High	Phone communication between student, agent, the relevant EQI International Student Centre, school and the police	Pick up person seeks medical attention. Contact agent, homestay family, school and parents	Pick up person - if airport pick up service contact Manager, ISP
Student not picked up at the airport	Possible	Major	High	Visible school signs at the airport; Emergency contact numbers provided to student before departure	Student contacts school/ISC/EQI. ISC to arrange alternative pick up	ISC

Student fails to clear customs	Possible	Major	High	Pre-departure information to student	Airport reception service to contact ISC/HSC/EQI - contact to be made with the student and appropriate actions taken so that student will enter the country or arrangements made to return home	Airport Reception Service
<b>Post arrival</b>						
Mismatch between student and homestay family	Likely	Moderate	High	Homestay recruitment, induction and monitoring process. Information provided to students (e.g. Living and Learning). Homestay Coordinator Position Description.	School's discretion. If agent is involved after the decision, and the student is still unhappy, the school will contact alliance and EQI.	School
Student abuses homestay children	Possible	Catastrophic	Extreme	Student Code of Conduct, Orientation	Move student to another homestay. Initiate investigation. EQI contacts student's parents using translating services if required.	School and EQI
Physical abuse of student by homestay family	Possible	Catastrophic	Extreme	Blue Card register. Regular communications between student, school and homestay. Informal sharing of information across networks of inappropriate families. Regular monitoring of homestay by the Homestay Coordinator.	Immediately move the student to another homestay. School to arrange medical treatment and counselling. EQI to contact police and student's family. Access other DETA services.	School and EQI
Physical abuse of student by person other than homestay family	Possible	Catastrophic	Extreme	Regular communications between student, school and homestay.	School to arrange medical treatment and counselling. EQI to contact police and student's family. Access other DETA services.	School and EQI

Mental abuse of student by homestay family	Possible	Catastrophic	Extreme	Blue Card register. Regular communications between student, school and homestay. Informal sharing of information across networks of inappropriate families.	Move student to another homestay. Initiate investigation. EQI contacts student's parents using translating services if required.	School and EQI
Mental abuse of student by person other than homestay family	Possible	Catastrophic	Extreme	Regular communications between student, school and homestay.	ISC to investigate, with possible movement of student	School and EQI
Student disappears during the stay in Queensland	Unlikely	Catastrophic	High	Orientation programs; Emergency contact card; Absence monitoring	School/EQI contact police, parents, DIMA	School and EQI
Accident at school - student injured	Likely	Major	High	Department of Education, Training and the Arts procedures	School prepared incident report and notifies EQI and parents	School and EQI
Accident outside of the school - student injured	Possible	Major	High	Department of Education, Training and the Arts procedures	Student/homestay family seek help and medical attention.	School and EQI
Student extorted during the stay in Queensland	Likely	Major	High	Awareness raising campaign	School contacts police, parents (agents if required)	School and EQI
Student accesses inappropriate Internet websites	Likely	Moderate	High	Student Code of Conduct, Orientation program	Homestay Coordinator/ISC discuss issue with the student	Homestay family, school
Student watches pornographic movies	Likely	Moderate	High	Student Code of Conduct, Orientation program	Homestay Coordinator/ISC discuss issue with the student	Homestay family, school
Student self-harm	Unlikely	Catastrophic	High	Monitoring by ISC. Training and professional development for ISC	Medical treatment and counselling, school/EQI contact parents.	Homestay family, school and EQI
Culture shock	Likely	Moderate	High	Monitoring by ISC, school orientation program	ISC arranges discussions between student and school guidance officer and homestay parents	Homestay family and school

Student becomes pregnant	Unlikely	Major	Moderate	School orientation, Human Relationship Education orientation	School contacts parents.	School
Unsupervised travel during holidays	Likely	Moderate	High	EQI travel policy in place, school to approve any travel plans, EQI not liable for travel done without school approval. Also encourage EQI Holiday Programs as alternative	Homestay Coordinator/ISC discuss issue with the student, contacts EQI if breach, EQI to contact parents	School and EQI
Travel during school term	Unlikely	Major	Moderate	DIMA 80% attendance rules in place, school orientation information sessions advise of travel policy	School to contact EQI, EQI to contact agent/parents	School and EQI
Student does not show up at school	Likely	Minor	Moderate	DIMA 80% attendance requirement, school truancy policy for domestic students applies	School to contact family and police if necessary	School and EQI
Student lacks confidence	Possible	Minor	Moderate	Orientation sessions, appropriate school placement and support mechanisms in school, Guidance Officers in school to assist	Guidance Officer to assist, depending on reason alternative schooling and or accommodation could be arranged if were the root of problem.	School
Student arrives late at night home	Possible	Minor	Moderate	Breach of homestay rules as outlined in the international student code of conduct. Breach of VISA rules and student can be sent home	If consistent ascertain why. Counselling at school level. Negotiate with homestay family if problem originating there.	School

Student is involved with people influencing them to make bad decisions	Possible	Major	High	School based orientation to address issues relating to bad crowds.	School to counsel, discipline if necessary and implement behaviour contracts	School
Alcohol abuse by student	Possible	Major	High	Against the law therefore against International Student Code of Conduct. School orientation to address these issues	Inform of possible VISA cancellation due to breach of Australian law, ISC to counsel and involve GO if needs be.	School and EQI
Drug abuse by student	Possible	Major	High	Against the law therefore against International Student Code of Conduct. School orientation to address these issues	Inform of possible VISA cancellation due to breach of Australian law, ISC to counsel and involve GO if needs be.	School and EQI
Homestay parents abuse alcohol/drugs	Possible	Major	High	Homestay family interviews and blue card requirements.	School to talk to homestay family, shift student and perform investigation.	Student, school
Pandemic (eg Bird Flu)	Unlikely	Catastrophic	High	Hygiene awareness, evacuation plans	No more COE's issued once reach level 4. Parents contacted and child to be sent home, possibility of expanding OSHC cover to cover pandemics	EQI
Student bringing in contraband	Possible	Major	High	Education Programs, Living and Learning guide, school orientation		
Money laundering	Unlikely	Major	High	Customs regulations, International Student Code of Conduct	Inform police, child to be sent home, COE cancelled	EQI
Student drives without a licence	Possible	Major	High	Breach of Australian law, school orientation to address issues around driving in Australia	HSC to appropriately counsel student, possible expulsion from the program due to breach of Australian Law and therefore visa requirements	HSC

Student visits night club underage	Possible	Major	High	Breach of Australian law, school orientation to address issues	HSC to appropriately counsel student, possible expulsion from the program due to breach of Australian Law and therefore visa requirements	HSC
Student rides bicycle without helmet and at night	Possible	Minor	Moderate	Breach of law, school orientation to address	HSC to appropriately counsel student, possible expulsion from the program due to breach of Australian Law and therefore visa requirements	HSC
Student being bullied	Possible	Moderate	High	Schools policy on bullying	HSC to counsel student and report incident to the school	HSC and School
Student sexually active	Possible	Moderate	High	School orientation including relationships education	HSC/ISC to counsel student, ensure not in breach of Australian law (below age of consent)	ISC/HSC
Student participating in unsafe events	Possible	Moderate	High	Orientation to address issues of safety, homestay family not to include international student in unsafe events	ISC to counsel student, International Student Code of Conduct to address issues around safety	ISC
Student working without appropriate visa rights	Possible	Moderate	High	Australian Law and International Student Code of Conduct	Counsel and warnings, possible expulsion	ISC
Work affecting a student's well-being	Possible	Moderate	High	Work/life balance information pre-departure and during orientation, International Student Code of Conduct outlining obligations to academic improvement and possible expulsion from program for non achievement	Homestay family/school teachers/ISC to counsel student, encouragement to seek balance,	ISC
Student changes homestay without telling school or EQI	Likely	Moderate	High	International Student Code of Conduct, School orientation	Original homestay family to contact school/EQI, appropriate response to be determined by school/EQI	Original Homestay family

Student staying with family member who has actually gone home	Possible	Major	High		HSC/ISC to contact EQI, student to be moved into appropriate accomodation immediately or sent home	HSC?ISC?EQI
Student bringing into the country more than \$10,000	Possible	Major	High	Australian Law, pre-departure information	ISC to counsel student, report to appropriate authority and measures to ensure safety and security adopted	ISC
Student moving out of homestay without permission	Possible	Major	High	International Student Code of Conduct, School orientation	Original homestay family to contact school/EQI, appropriate response to be determined by school/EQI	Original Homestay family
Student riding unsafe public transport	Possible	Minor	Moderate	School orientation	ISC to counsel student, seek alternatives to unsafe travel	ISC
<b>Departure</b>						
Airport pick up does not arrive	Possible	Moderate	High	Contracted to reputable company with many drivers incase one doesn't show up.	Homestay family to contact school/EQI/Airport pickup service and arrange alternatives	Homestay family, EQI and Airport Pickup company
Student misses the plane from Queensland	Unlikely	Moderate	Moderate	Early arrival plans at airport, homestay family to assist with early preparations	Travel agent/airline and parents contacted immediately, alternative arrangements made	Homestay family/Airport drop-off company
Student does not arrive at the destination	Unlikely	Moderate	Moderate	Pre-departure arrangements checked by homestay family.	Parents to call EQI/School, Airline to be contacted	Parents, reception committee

### HOMESTAY ANNUAL SELF-ASSESSMENT FORM

	RISKS	LEVEL OF RISK	RISK MANAGEMENT STRATEGY
Environmental	<ul style="list-style-type: none"> <li>• Traffic</li> <li>• Pollution</li> <li>• Unfenced yard</li> <li>• Cars</li> <li>• Alcohol</li> <li>• R rated movies</li> <li>• Medication</li> <li>• Pets</li> <li>• Cigarettes</li> <li>• Other (Poisons)</li> </ul>	<ul style="list-style-type: none"> <li>• Minor</li> <li>• n/a</li> <li>• Minor</li> <li>• Minor</li> <li>• Minor</li> <li>• Minor</li> <li>• Minor</li> <li>• Minor</li> <li>• Minor</li> <li>• Minor</li> </ul>	<ul style="list-style-type: none"> <li>• Advise of cars speeding down street</li> <li>• n/a (living on the Gold Coast)</li> <li>• Ensure student aware of local traffic concerns</li> <li>• Advise of licence requirements</li> <li>• Complete regular stock takes</li> <li>• Ensure parent lock on Austar is switched on</li> <li>• student to store medication away from homestay children</li> <li>• introduce pets to student</li> <li>• parent to store cigarettes away from homestay children</li> <li>• parent to store poisons away from homestay children</li> </ul>
Facilities	<ul style="list-style-type: none"> <li>• Swimming pool</li> <li>• Exercise Equipment</li> <li>• Renovations</li> <li>• Tool shed</li> </ul>	<ul style="list-style-type: none"> <li>• Major</li> <li>• Minor</li> <li>• n/a</li> <li>• Minor</li> </ul>	<ul style="list-style-type: none"> <li>• Advise to keep gate shut at all times</li> <li>• Instruct student how to correctly and safely use</li> <li>• n/a</li> <li>• advise student to keep tool shed locked</li> </ul>

Human	<ul style="list-style-type: none"> <li>• Visitors</li> <li>• Other children</li> <li>• Absence of supervision</li> <li>• Work</li> <li>• Staying overnight other than with homestay family</li> <li>• Travelling</li> <li>• Unable to be contacted</li>   <li>• Illness</li> <li>• Emotional stress</li> <li>• Theft</li> <li>• Relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Major</li> <li>• Minor</li> <li>• Minor</li> <li>• Minor</li> <li>• Minor</li>   <li>• Moderate</li> <li>• Moderate</li>   <li>• Moderate</li> <li>• Minor</li> <li>• Minor</li> <li>• Moderate</li> </ul>	<ul style="list-style-type: none"> <li>• Advise student not to allow entry of unknown visitors</li> <li>• Discuss privacy issues with homestay children</li> <li>• Ensure house safety rules are followed</li> <li>• Advise of own seasonal work commitments</li> <li>• Ensure travel forms are complete and positive notification is received from the school</li> <li>• Ensure car registered and road worthy</li> <li>• Record student's mobile number and give out own emergency contact details</li> <li>• Ensure medical attention is sought</li> <li>• Advise of recent death in the family</li> <li>• Ensure all doors and windows are locked</li> <li>• Advise of recent family separation</li> </ul>
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