

Dear Homestay Host Applicant

Re: Memorandum of Understanding for Homestay Hosts

Homestay Accommodation Services (a service unit within Monash College Pty Ltd) sources Homestay Hosts to accommodate and care for students within an enriching cultural and social environment.

A Homestay placement offers an international student the experience of a family lifestyle in Australia. It provides the student not only with food and shelter, but also other assistance, emotional support and an opportunity to improve their English communication skills. Both Homestay Hosts and students also benefit from learning about each other's culture, acceptance of the differences, and development of shared aspirations.

Being a Homestay Host means working within the Homestay Host Terms and Conditions and the Code of Conduct (Child Safe Standards). Please read the attached documents and sign and return to Homestay Accommodation Services the Homestay Host Memorandum of Understanding and Code of Conduct as confirmation of your acceptance of them. While the Memorandum of Understanding operates, Homestay Hosts are eligible to have a student placed with them by Homestay Accommodation Services.

For each Homestay, Homestay Accommodation Services is responsible for:

1. Sourcing and vetting student applicants and providing them with orientation material or an orientation session prior to placing them with a Homestay Host.
2. Providing training and orientation information to the Homestay Host prior to the first Homestay placement.
3. Making the best possible match between the student and Homestay Host family, taking into account their respective preferences and profiles.
4. Providing Homestay Hosts with the Homestay student profile, a placement list of all students in the Homestay student's group (where applicable) and a first day timetable (if applicable).
5. Paying Homestay Hosts on a fortnightly basis, by direct deposit into the Homestay Host's nominated bank account for the period from Monday to Sunday or pro rata if the student is staying with the Host for less than a fortnight. Payment is calculated according to the number of nights that the student stays at the Homestay, regardless of whether the student's belongings remain in a room that is occupied by the student for the night. Where a student resides at the Homestay for five nights a week, the agreed fortnightly payment will be reduced accordingly on a pro rata basis.
6. Providing mediation services to the Homestay Host and student where an issue arises that is not resolved by open communication between the Homestay Host and student.
7. Obtaining General and/or Products Liability insurance to cover the liability of Homestay Hosts to third parties for personal injury or property damage caused by an occurrence in connection with hosting a student in the Homestay (and not otherwise).
8. While Homestay Accommodation Services takes care to match students with Homestay Hosts, Monash College Pty Ltd accepts no responsibility for the success of the placement nor for any loss or damage arising from the placement or the student's actions.

**SIGNED** for and on behalf of **MONASH COLLEGE PTY LTD**

Taryn Rulton  
**Chief Operating Officer**  
**Monash College Pty Ltd**  
271 Collins Street  
Melbourne VIC 3000

## HOMESTAY HOST MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding signed by the Homestay Host operates for two years from the date of signature unless terminated early by the Homestay Host or Monash College Pty Ltd.

I have read these Homestay Host Terms and Conditions, the Code of Conduct (Child Safe Standards) and the Homestay Manual and understand and accept my responsibilities as Homestay Host for any student placed with me by Homestay Accommodation Services.

I understand that I am only eligible to have a student placed at my Homestay while this Memorandum of Understanding is in operation.

I understand that Homestay Accommodation Services may remove a student from the Homestay at any time for breach of the Homestay Host Terms and Conditions or the Code of Conduct (Child Safe Standards).

I understand that Monash College may give 14 days to terminate this Memorandum of Understanding at any time. I agree to keep my contact details up to date with Homestay Accommodation Services for the duration of this Memorandum of Understanding.

I will provide Homestay Accommodation Services with a profile on me and all persons resident with me. I understand and agree that this profile and my contact details will be provided to any student matched to me by Homestay Accommodation Services, as well as the student's parent/guardian and caregiver, and (where applicable) their partner educational institution and education agent. I understand and agree for my contact details and address to be provided to all students in the Homestay student's group, where applicable.

I agree to make my home available for inspection by a Homestay Accommodation Services staff member to ensure the accommodation provided meets the requirements in the Homestay Host Terms and Conditions, for which Homestay Accommodation Services must provide not less than 72 hours prior notice, unless otherwise agreed by me.

I will make myself reasonably available and communicate with Homestay Accommodation Services including by phone, email and SMS for Homestay Accommodation Services to arrange for, oversee and monitor a student's placement at my home.

I acknowledge and agree that Monash College Pty Ltd is not liable for any claims, demands or suits, for injury, loss or damage incurred or arising from the conduct of a student placed with me under this Memorandum of Understanding.

There are no circumstances which would affect my ability to offer Homestay. If any such circumstances arise, either before or during a student placement, I agree to inform Homestay Accommodation Services immediately.

I will contact Homestay Accommodation Services, if I consider it will be difficult for me to meet any of the above responsibilities set out in this Memorandum of Understanding.

Signed by the Homestay Hosts for \_\_\_\_\_ [insert address of Homestay]:

Full Name ..... Signed ..... Date ...../...../.....

Full Name ..... Signed ..... Date ...../...../.....

**Signed by each other member of the Homestay household aged 18 and over indicating acceptance of the provisions of the Memorandum of Understanding applicable to all household members:**

Full Name ..... Signed ..... Date ...../...../.....

Full Name ..... Signed ..... Date ...../...../.....

Full Name ..... Signed ..... Date ...../...../.....

Full Name ..... Signed ..... Date ...../...../.....

Please sign and return one copy of this Memorandum of Understanding to:

Homestay Accommodation Services, Monash College Pty Ltd  
49 Rainforest Walk, Monash University  
Clayton VIC 3800

Telephone +61 3 9902 0122

Email: [has@monashcollege.edu.au](mailto:has@monashcollege.edu.au)

Website: [www.monashcollege.edu.au/homestay](http://www.monashcollege.edu.au/homestay)

### Privacy Statement

The information you have provide to Homestay Accommodation Services, a service unit within Monash College Pty Ltd, including the details provided during the initial phone interview, is used for the primary purpose of providing Homestay accommodation to students. The information collected may be used for correspondence with you and a potential or placed Homestay student and their education institution, agent, parent or caregiver, administrative matters including database entry and student matching, statistical analysis, compliance and legislative reporting requirements. You may correct your personal information by contacting Homestay Accommodation Services. You may access personal information that Homestay Accommodation Services holds about you as permitted by law. To access or enquire about the handling of your personal information by contacting the Monash College Privacy Officer at [privacy@monashcollege.edu.au](mailto:privacy@monashcollege.edu.au)

## HOMESTAY HOST TERMS AND CONDITIONS

The Homestay Host is responsible for:

1. Taking all reasonable steps to protect the health and welfare of the Homestay student.
2. Contacting Homestay Accommodation Services immediately if a critical incident arises with the Homestay student (refer to Critical Incidents section at end of this document).
3. Providing a welcoming, caring and supportive home environment in which the Homestay student will live.
4. Explaining clearly all household rules and briefing the Homestay student fully on the use of household equipment and facilities.
5. Regularly interacting and pro-actively communicating in English with the Homestay student.
6. Providing an English-speaking environment for the Homestay student including, for non-native English speaker Homestay Hosts, speaking in English in the communal areas so the Homestay student can practise their English.
7. Informing Homestay Accommodation Services staff of the nationality of any other students you have in your care at the time of accepting a Homestay Accommodation Services placement or during a Homestay student's stay.
8. Making all efforts to honour the commitment made to host a student for an agreed period of time and, if unforeseen circumstances prevent you from fulfilling a hosting commitment, providing Homestay Accommodation Services with as much advance notice as possible.
9. Ensuring the Homestay student is able to maintain privacy and security for their personal belongings and affairs.
10. Providing Homestay Accommodation Services with all relevant and up-to-date information regarding members of the Homestay household including any significant changes to the house (renovations etc), the number of people/students staying in the Homestay, and details of frequent visitors.
11. Informing Homestay Accommodation Services if any health or other issues arise which would affect the Host's ability to host a student.
12. Treating the Homestay student as a member of the household, while respecting their cultural, religious and political differences.
13. Making a concerted effort to be aware of the Homestay student's general whereabouts at all times.
14. Providing a bedroom solely for the Homestay student, containing a bed with linen, desk, lamp, sufficient lighting, waste paper basket and appropriate storage space for clothes and personal belongings, as well as access to bathroom and toileting facilities.
15. Providing full board, consisting of breakfast and lunch (can be self-served) and dinner, seven days a week and being flexible in regard to food, taking into consideration the Homestay student's eating habits and dietary requirements as well as their country of origin.
16. Ensuring that the Homestay student has ready access to the house during the Homestay period, whether by provision of a house key or any other suitable arrangement.
17. Assisting the Homestay student with transport to and from campus when and where necessary and if the Homestay student will be using public transport regularly, orientating them fully, including travelling with them at least once to and from their campus. (Note: Picking up the Homestay student after dark is at your discretion, with the student's safety as your primary consideration when exercising this discretion).
18. Not entering into any private arrangements with the Homestay student.
19. Ensuring that no more than three international students (including students placed by Homestay Accommodation Services, any non-Monash students and any students who are friends of the family) are staying at the Homestay at any given time.
20. Not expecting the Homestay student to be available for child-minding or other laborious activities that place them at significant risk of injury.
21. Attending an Orientation session conducted by Homestay Accommodation Services.
22. Ensuring that your home is covered by all appropriate insurance when hosting Homestay students, including but not limited to home and contents insurance.
23. Abiding by Australian law, including Child Safe standards with respect to child protection.

## Other matters

1. If a responsible adult or one of the responsible adults is going away overnight during the Homestay period, please contact Homestay Accommodation Services to discuss whether a suitable alternative arrangement for the Homestay student is necessary.
2. Homestay Accommodation Services may, at its absolute discretion, terminate a Homestay placement at any time and payment will only be made for days the Homestay student stayed in the Homestay.
3. A Homestay Host must not unreasonably interfere with arrangements between any other Homestay Host and their students.
4. Homestay Hosts must not comment on matters relating to Homestay other than their own particular situation. This includes not comparing the qualities or characteristics of previous Homestay students with the current student, or comparing the situation of other host families or students.
5. The Homestay Host must not sexually harass or discriminate against another person in the course of providing accommodation to that person which is unlawful and a breach of these terms and conditions. Sexual harassment is an unwelcome sexual advance or unwelcome request for sexual favours or other unwelcome conduct of a sexual nature, in circumstances in which a reasonable person would anticipate that the person harassed would be offended, humiliated or intimidated. Homestay Accommodation Services will not tolerate sexual harassment against students.
6. The Host family must not engage in conduct that is unwelcome, or may humiliate, upset, intimidate, cause serious emotional or psychological harm or embarrass the student, having regard to the student's age, maturity and cultural background. Overseas students may not be accustomed to any degree of physical intimacy, even from their own family members, and may be less able to express their feelings than their Australian counterparts.
7. Should a serious incident or possible offence be alleged to occur during a Homestay placement, Homestay Accommodation Services will support the student to report the matter to Victoria Police.
8. It is a requirement that each adult person (aged 18 years and over) who ordinarily lives in the Homestay at any time has a current and valid Working with Children check. The Homestay Host must ensure all such persons provide evidence of a current and valid Working with Children Check and immediately report any negative notice issued under the Working with Children Act. If any person residing in the Homestay is charged or convicted with a criminal offence during your participation in the Homestay program, you must immediately notify Homestay Accommodation Services in writing.
9. Monash College Pty Ltd is not responsible or legally liable for any injury, damage or loss incurred by the Host family that occurs while they are or because they are hosting a student.

**Host families acknowledge that this Memorandum of Understanding is to be treated as a confidential document, and may not be shown or given to any other organisations engaged in the provision of homestay accommodation.**

## Critical incidents

A critical incident is a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. Examples of a critical incident include:

- a student missing or unable to be located
- encountering severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disaster
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

**If your student is involved in a critical incident you must advise Monash immediately.**

Contact [Monash Security](#):

General security	9905 3059
Emergencies	9905 3333

Contact Homestay Accommodation Services (business hours) on one of the following phone numbers:  
9902 0122 / 9905 8326 / 9902 0318 / 9905 8481

Or email: [has@monashcollege.edu.au](mailto:has@monashcollege.edu.au)

## Code of Conduct (Child Safe Standards)

All staff, students, title holders, contractors, and volunteers and board members of Monash College are required to observe child safe principles and expectations for appropriate behaviour towards and in the company of children.

This Code of Conduct (Child Safe Standards) (the 'Code') outlines appropriate standards of behaviour towards children for all individuals acting for or on behalf of Monash College (as defined in the Child Safe Standards Framework). The Code serves to protect children, reduce any opportunities for abuse or harm to occur, and promote child safety in Monash College and the community in which we participate. It provides guidance on how to best support children and how to avoid or better manage difficult situations. Monash College has the following expectations of behaviours and boundaries for all individuals acting for and on behalf of the College.

### Behaviour Expectations

#### DO

- Behave as a positive role model to children and treat them all with respect.
- Be vigilant and proactive and take all reasonable steps to protect children from abuse and exploitation.
- Treat children with respect regardless of race, colour, gender, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status.
- Promote the cultural safety, participation and empowerment of linguistically and culturally diverse children.
- Use positive and affirming language toward children and respect cultural, religious and political differences
- Help provide an open, safe and supportive environment for all children to interact, learn and socialise.
- Intervene when children are engaging in inappropriate bullying behaviour towards others or acting in a humiliating or vilifying way.
- Report any breaches of this Code of Conduct or concerns about child safety to the Homestay Manager and ensure that legal obligations to report allegations are met (where relevant).
- Where an allegation of child abuse/exploitation is made, ensure that the child involved is safe.
- Call the Police on 000 if there are immediate concerns for a child's safety.
- Immediately advise Monash College if you are charged with or convicted of a child sex offence in Australia or any other jurisdiction and/or if you become (or may become) ineligible to work with children because of a criminal conviction or other relevant finding (e.g. an intervention order in relation to children or young people)
- When photographing or filming a child or using children's images, you must:
  - Before photographing or filming a child, explain how it will be used and obtain their consent.
  - Ensure photographs, films, videos and DVDs present children in a dignified and respectful manner and not in a vulnerable or submissive manner. Children should be adequately clothed and not in poses that could be seen as sexually suggestive.
  - Ensure file labels, metadata or text descriptions do not reveal identifying information about a child when sending images electronically or publishing images in any form.

#### DO NOT

- Engage in or use language or behaviour, or expose children to behaviour that is inappropriate, harassing, abusive, demeaning, oppressive or culturally inappropriate.
- Engage in inappropriate or unnecessary physical contact or behaviours or any form of physical violence.
- Engage students aged under 18 in any form of sexual intercourse or sexual activity, including paying for sexual services or acts. This includes making sexually suggestive comments and sharing sexually suggestive material.
- Ignore or disregard any suspected or disclosed child abuse/exploitation.