

# Under 18 Family Friend Information Sheet

This information sheet is provided to you, an approved Caregiver (Family Friend) for a Monash international student under age 18. It is essential that you understand your management responsibilities as an approved Caregiver.

## MONASH POLICY

### Monash approved arrangements

Monash approves two types of arrangements:

1. **Monash approved Caregiver service**  
A student has entered into an arrangement with a Monash approved Caregiver service to provide 'guardianship' for the student
2. **Family Friends**  
Family Friends are approved on the understanding that they have known the student's family for a minimum two years, maintain regular contact and are prepared to provide care for a student to the same standard and quality as that provided by a Caregiver service.

### Approval process

Before approval as a Family Friend, you will be visited and interviewed to determine suitability. The student will be charged a fee for this service.

### Working with Children Check (WWCC)

All Family Friends acting as Monash approved Caregivers for students and adults living in the same accommodation as students under age 18 are required to undertake a WWCC check prior to approval.

### Acceptable accommodation

Students can stay in Monash Student Residences, Homestay or with their Family Friend

### Minimum accommodation standards for Homestay

Individual bedroom, bed and bed linen, shared bathroom, desk, desk chair, lamp, wardrobe, window, three meals a day, availability of heating and cooling.

### Maximum number of students

A Family Friend – as an individual or couple - can be approved for a maximum number of three (3) students at any one time.

### Monitoring of Family Friend arrangements

Monash has obligations under the *National Code of Practice 2007* to ensure that accommodation and welfare arrangements are satisfactory. It monitors Family Friend arrangements by:

- Contacting you twice per study period including one face-to face review meeting at Monash per semester, trimester or during the first term of English Language study (as applicable)
- Periodically reviewing your status as a Monash approved family friend

- Obtaining feedback from students and, where appropriate, academic staff
- Undertaking occasional home visits

## YOUR OBLIGATIONS

### Help with adjustment

Provide help with day-to-day necessities such as opening a bank account, shopping, mobile phone access, public transport, taxation, and learning local Australian customs.

### Maintain regular contact with the student

If your student is not staying with you, you must visit, phone or email the student at least once a week in their first six weeks in Australia and thereafter every two weeks.

### Signed authorisations

You may be required to sign authorisations such as computer access, attendance at functions and excursions.

### Advise Monash immediately

- Whenever any study or personal matters of a serious nature arise e.g. student not attending classes or staying overnight without permission.
- If proposed changes in accommodation or welfare arrangements for the student are being considered.
- In the event of a critical incident (see overleaf).

### Family Friend absences

You must notify Monash immediately if you are planning to be absent from your usual residence for any period beyond four days and are unable to continue with normal care arrangements. Your continued approval as a Family Friend is dependent on you being able to carry out your responsibilities.

### Student absence overnight or for longer periods - your approval is needed

At all times you should know where and with whom your student is staying and their contact details.

- If your student lives in Homestay or Monash approved accommodation, they should not stay away from their approved accommodation unless they have sought your prior permission and you have granted approval.
- You must notify your student's accommodation host or accommodation provider of any overnight or longer absences
- When your student seeks permission to be absent from their approved accommodation for more than two nights you should also complete the Holiday form and submit it to Monash
- If your student is planning to go on a Monash overnight excursion, an Excursion form must be completed

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## Critical incident

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:

- when a student is missing or is 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](mailto:Monash.Security@monash.edu): 03 9905 3333

## Contact Student Support (business hours)

Provider	Contact	Details
Monash College Pty Ltd (MUFY students)	Anne Bright	Director, Monash University Foundation Year ph 8616 9700 <a href="mailto:anne.bright@mufy.edu.au">anne.bright@mufy.edu.au</a>
Monash College Pty Ltd (Monash College Diplomas)	Anne Dwyer	Manager, TSSG (Monash College) ph 9905 5554 <a href="mailto:anne.dwyer@monashcollege.mcpl.edu.au">anne.dwyer@monashcollege.mcpl.edu.au</a>
Monash College Pty Ltd (MUELC)	Molly Bonnefin	Manager, Student Experience and Homestay, Monash University English Language Centre ph 9905 5557 <a href="mailto:molly.bonnefin@mcpl.edu.au">molly.bonnefin@mcpl.edu.au</a>
Monash University	Wendy Blastock	Manager International Student Engagement ph 9905 1451 <a href="mailto:wendy.blastock@monash.edu">wendy.blastock@monash.edu</a>

## Further information

Please make yourself familiar with the Monash Under 18 web site by visiting <http://monash.edu/study/international/apply/under18/>.

If you have any queries about your role as a Family Friend please contact Robert Barrett (Manager ESOS and Visa Compliance) on ph 9905 8292 or email [Robert.Barrett@monash.edu](mailto:Robert.Barrett@monash.edu) or one of the student support contacts listed above.