

ISCA Staff Code of Conduct

Note: This policy is subject to change from time to time. Please check all ISCA Policies on a regular basis for updates.

Reviewed 11 November 2023

This Code of Conduct is based on relevant Australian government legislation and is intended to guide staff of International Student Care Australia (ISCA), in identifying and resolving issues that may arise when providing care to international students in Australia. It is essential that staff recognise and respect not only individual rights and responsibilities but also the rights and responsibilities of other members of the community.

Ethical standards

In arranging homestay accommodation for international students, the ISCA Director and staff guarantee to:

- Familiarise homestay hosts with the culture and education philosophy of the homestay program and homestay students through in-service support and individual awareness.
- Be aware of the needs of the homestay students and have processes in place to support and assist them.
- Identify any personal prejudices and biases and promote awareness and an adherence to ethical standards.
- Accept flexibility of regulations and communication practices that may be necessary to meet the diverse and variable needs of homestay students.
- Adhere to non-discriminatory practices set out by the *Anti-Discrimination Act 1991* based on race, age, gender, ethnicity, disability, socio-economic and sexual preference or religion.
- Keep all possible communications open, honest and appropriate to the situation.
- Act with sensitivity and discretion and enact the *Critical Incident Procedures*, in time of grief and trauma.
- Have access to opportunities for professional development with regard to the provision of homestay care and meeting the needs of homestay students.
- Maintain the confidentiality of homestay hosts and homestay students' right to privacy under the terms the *Australian Privacy Principles (APPs)* and the *Privacy Act 1988 (Cth) (the Act)*.

Best practices

In arranging Homestay accommodation for international students, the ISCA Director and staff guarantee to:

- Provide ongoing support to homestay hosts and homestay students as necessary.
- Advise homestay host and homestay students of the expectations of homestay by means of orientation, written documents and information, orientation sessions as needed, as well as web-based information.
- Inspect all Homestay host's homes registered in the homestay program and provide an orientation of the expectations/requirements of the program.
- Visit each homestay host and place each student in a home which is, to the best knowledge and belief, a safe and suitable home for Homestay students.
- Ensure the Homestay residence is suitable for habitation, complying with all applicable laws and standards in the State of Queensland and Australia.
- Ensure all Homestay hosts current home insurances are maintained, including adequate Public Liability (minimum \$20 million dollars).
- Arrange documentation for Blue Cards to be issued for all members of the host family over the age of 18 through the Working with Children Check – Blue Card Services and monitor expiry dates.

- Ensure all Homestay students under the age of 18 years are placed with appropriate Homestay hosts that meet all legal requirements including possession of blue cards.
- Ensure that all employees and Homestay hosts are aware of student protection reporting obligations.
- Ensure payment arrangements are confirmed with the homestay hosts.
- Follow up any complaint made by homestay students/hosts.
- Respect and be responsive to the beliefs and diversity of cultural requirements of homestay hosts and homestay students by providing alternative accommodation immediately if it is believed that the welfare of the student, or host, may be at risk.
- Provide on-going support for homestay hosts and homestay students as necessary and ensure that all parties are aware of the wide range of support services available.
- Maintain clear communication with the Education Providers/Agents on all homestay matters.
- Advise stakeholders about issues in relation to insurance and legislation including legislation changes.
- Act openly and professionally in all dealings with other homestay hosts and institutions.
- Ensure that the confidentiality of homestay hosts and homestay students is preserved under the terms of privacy and discrimination acts.
- Undertake process and impact evaluations, i.e. conduct surveys periodically, with homestay hosts and Homestay students to ensure that standards and requirements of homestay student placement are met under the basic ethical guidelines.