

UNDERAGE STUDENT – MINORS INFORMATION CHARTER

For Students under 18 years old

Important General Information:

If you are under the age of 18 years, you are considered to be a 'minor' and as such a student visa can only be granted if you have met the Immigration Law of the Student Visa Regulations.

It is important that appropriate arrangements are made with respect to your welfare and accommodation, ensuring sufficient support for your personal wellbeing during your stay in Australia or until you reach the age of 18 years if your parents are not with you in Australia.

Language Links recommends that you stay in approved Homestay Accommodation if you are under 18 years of age. If you intend on staying with friends or relatives (other than your immediate family), then you must obtain permission from your parents and Language Links to do so. In addition, the person you are staying with, must be above 21 years of age and must agree to act as your 'local carer'.

Further information for students under 18 including obligations of the Student and the Education Provider can be found in the ESOS Act (National Code):

<https://internationaleducation.gov.au/RegulatoryInformation/Pages/National-Code-2018-Factsheets-.aspx>

Further details regarding college policies and processes for underage students can be viewed in the 'Underage Policy' on the college's website: <https://www.languagelinks.wa.edu.au/student-services/termsand-conditions-of-enrolment/>

College support services for Underage Students:

- The College aims to provide a supportive and welcoming study environment for all students with additional support available for underage students. The Student Support Officers and Senior Academic Team at Language Links offer age-appropriate support and counselling to all students and will liaise with students (and parents as required) regarding the welfare of younger students.
- College Contacts:
 - For academic support/queries:
Please contact: dos@languagelinks.wa.edu.au / Phone: 08 9460 4206
 - For general student support services: Please contact:
studentsupport@languagelinks.wa.edu.au / Phone: 08 9460 4200
 - For accommodation advice and support or any emergencies regarding your living arrangements or welfare (24/7):
Please contact: info@languagelinks.wa.edu.au / Phone: 0451919771
- For any additional welfare or culturally sensitive support required, the college has a range of bi-lingual Student Support Staff on campus as well as free access to an external welfare and cultural support agency (Mate in Oz) and an appointment may be made with the appropriate staff member



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or external counsellor as required – please chat to the Student Support Officer at the Front Desk for further details.

General College contact information:

Reception/Phone Number: 08 9460 4200

Campus Address: Level 1, 120 Roe Street, Northbridge – Perth WA 6003

College website: www.languagelinks.wa.edu.au

Accommodation placement services for Underage Students:

- The College enlists authorised Host Families equipped to host Underage Students, these host families are recommended to meet the required welfare arrangements of international students studying in Australia as legislated under the ESOS Act 2000.
- Families agreeing to host underage students have met additional screening procedures conducted including having valid Working With Children Checks for ALL adults residing in the household – this includes any children of the host family over the age of 18 residing in the family home. In addition to the relevant checks and clearances as stated above, a signed '*Carer Duty Statement*' is provided to the college before being approved to host underage students.

This means that the approved host family/carer is someone who is deemed suitable by the College to meet the 'duty of care' requirements for underage students and is of 'good character'.

Students can expect additional support from approved host families such as:

- Providing a safe and welcoming living environment that will encourage students to experience life as a member of the family and, where suitable, include students in family-related activities;
- Providing an orientation for the family home, the use of facilities and security, including household protocols and important age/culturally appropriate safety information/safety rules about access and the use of shared areas or facilities such as swimming pools, internet, telephone, mealtimes, visitors and appropriate times (curfews) to return home during the week and on weekends;
- Inducting students to the local area including approved methods for getting to and from school; the location of shops, doctors or medical facilities; and approved recreation areas;
- Ensuring the student is aware of emergency numbers including 000, location of police stations and Australian laws pertaining to under 18 year olds;
- Providing suitable supervision and attention at all times throughout the duration of residing in the homestay including:
 - maintaining suitable supervision protocols outside of school hours and approvals for college-related activities;
 - monitoring general welfare including the students' social activities;
 - attending interview requests and visits from the school staff as required by the school; ○ contacting the school regarding any student welfare, academic progress and attendance issues raised;



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- assisting the student to access any necessary medical, dental, hospital or other healthrelated services, including making appointments and, where necessary, accompany the student to those appointments and if required advise the school / homestay coordinator of any medical issues.

Airport Pick Up / Transfer service:

It is compulsory for Underage students to book a return transfer with an authorised airport charter service

– arranged by the college. The college uses two registered service providers; 'Mate in Oz' and 'Cascade Tours' and the college will book the service on the student's behalf and ensure confirmation from the designated Driver is received. Students will receive a 'confirmation of booking' document outlining the Driver's details including company name, mobile contact numbers, meeting-point information and flight details confirmation.

>If students are unsure about any information provided they should contact our accommodation/student services department prior to departure: info@languagelinks.wa.edu.au

>Any changes to flights or delays should be reported to our accommodation/student services department and the driver as soon as practical. For any reason if on arrival students cannot find the Driver or are unsure of the designated meeting point, the student should call or text the mobile number on the booking confirmation document.

>If the 'Study Perth' welcome reception desk is open, students are also encouraged to visit the desk and ask for any additional information they may require.

>Confirmed collection and drop offs: Once the Driver has collected the student from the airport they will notify our accommodation/student services officer and will follow up with a secondary call/text message once the student arrives safely and is welcomed at the homestay accommodation. They will do the same when dropping students off at the airport and will additionally notify airline ground staff of the unaccompanied minor.

Underage Student responsibilities:

For all students studying at Language Links, the college's Code of Conduct and Student Responsibilities should be adhered to, please view this information in detail in our 'Student Handbook' via the college's website: https://www.languagelinks.wa.edu.au/resources/Student_Handbook_2019_Final_webversion.pdf

Additionally, safety guidelines and tips are posted around the college on various notice boards as well as links to safety recommendations on the college's website: <https://www.languagelinks.wa.edu.au/studentlife/about-perth/>

Along with these guidelines, underage students are required to notify the college and/or host family in any of the following circumstances via phone, email or in-person:

- if there are any changes to scheduled arrival times at the college or home
- if they are going to be late for class or miss a scheduled class session during the day
- if they are going to be late for dinner or any scheduled family meals or activities
- if they will arrive home after the set curfew time for any reason
- if they are unwell or going to be absent from school; or feel scared/unsafe for any reason



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- if they need help, support or assistance of any kind
- if they need to meet with a staff member at the college and would like a 'support person' to assist them
- if they have any issues getting to or from the college (eg transport issues)
- if they feel exposed to any inappropriate learning or visual materials at home or in the college
- if they have any problems / grievances of any kind

Overall, the college urges students to be aware of their safety and surroundings at all times and to ensure they follow the guidelines set by the college and approved accommodation providers to ensure a successful and happy stay at Language Links and in Perth, Australia.

End of document.

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