

Services for Under 18 International Students Procedure

Purpose and Scope

Provide the procedure and responsibilities for selecting and monitoring accommodation and welfare providers for under 18 International Student Visa Holders.

This procedure applies to all staff, under 18 International Student Visa Holders requiring University approved accommodation and welfare arrangements, and their parents or legal guardians.

See the:

[Support of International Students Policy](#) for provision of safety and well-being information to under 18 International Student Visa Holders

[Murdoch University Critical Incident Plan](#) for response to critical incidents

[Student Wellbeing \(sub-critical\) Incident Support Plan](#) for responses to serious, but non-critical, incidents related to the welfare and wellbeing of students.

Overarching Policy

[Support of International Students Policy](#)

Procedure

1. The following defined terms are specific to this document:
 - 1.1. "Caregiver" means an employee of a welfare provider, who is assigned to assist, support and manage students.
 - 1.2. "Cancellation" is defined in the [Enrolment Procedure](#).
 - 1.3. "Home Stay Provider" means a company that manages student accommodation with individual host families.
 - 1.4. "International Student Visa Holder" is defined in the [Admission and Enrolment Policy](#).
 - 1.5. "Suspension" is defined in the [Enrolment Procedure](#).

AGREEMENTS AND CONDITIONS

2. An under 18 International Student Visa Holder requiring welfare and accommodation arrangements approved by the University will only be admitted where they and their parent(s) or legal guardian provide evidence that they have binding agreements with an approved:
 - 2.1. accommodation provider and
 - 2.2. welfare provider

on or before the date of accepting the offer of admission.

3. If the University accepts responsibility for approval of welfare and accommodation arrangements it will nominate the approval period, including beginning and end dates.
4. The University's continued approval of welfare and accommodation arrangements is contingent upon the student meeting the following requirements:
 - 4.1. continuing to live in the approved accommodation until they are 18, unless approved for different accommodation
 - 4.2. keeping the University informed of current contact details, including details for their parent, legal guardian or any other adult responsible for their welfare
 - 4.3. maintaining one-to-one contact with their welfare provider, including regular phone and face-to-face or online meetings
 - 4.4. acting responsibly, including being aware of their responsibilities under Australian law, and avoiding illicit activities and risk-taking behaviour.
5. The University:
 - 5.1. will seek the approval of the under 18 International Student Visa Holder's parent or legal guardian for any change in accommodation arrangements
 - 5.2. is entitled to withdraw approval if the student breaches the conditions of the welfare and accommodation agreements
 - 5.3. is entitled to withdraw approval if the student fails to meet the University's requirements
 - 5.4. is not responsible for any fees and costs related to accommodation and welfare arrangements
 - 5.5. is not legally responsible for the student's actions whilst they are in Australia.
6. If approval of welfare and accommodation arrangements is withdrawn, the student's enrolment may be cancelled or suspended.

CANCELLATION, SUSPENSION AND TRANSFER

Cancellation or Suspension of enrolment

7. If the enrolment of an under 18 International Student Visa Holder is cancelled or suspended, their current accommodation and welfare arrangements will continue until:
 - 7.1. all internal and external appeals have been exhausted
 - 7.2. the student has alternative welfare and accommodation arrangements approved by another provider
 - 7.3. the student leaves Australia
 - 7.4. other suitable arrangements are made that satisfy legislative requirements
 - 7.5. the relevant government department is informed that the University:
 - 7.5.1. no longer approves the student's arrangements or

7.5.2. is unable to contact the student.

Transfer between registered providers

8. Under 18 International Student Visa Holders applying to transfer between registered providers must:
 - 8.1. seek approval for any new or alternative arrangements
 - 8.2. keep their current welfare and accommodation arrangements until the arrangements approved by the new provider are in place, ensuring there is no gap in cover
 - 8.3. return to their home country until new approved arrangements take effect.
9. The University will negotiate a transfer date with the other registered provider to ensure there is no gap in cover for accommodation and welfare arrangements.

SELECTING AND MONITORING WELFARE AND ACCOMMODATION PROVIDERS

Selection

10. Due diligence will be undertaken for the selection of welfare and accommodation providers to ensure that prospective providers have the capacity, capability and experience to meet Commonwealth and State government legislative requirements and University standards.
11. The University will only establish service agreements for the accommodation of under 18 International Student Visa Holders with providers of:
 - 11.1. on-campus accommodation
 - 11.2. Home Stay accommodation
12. The University will enter into service agreements with welfare and accommodation providers on the condition that they meet the following requirements:
 - 12.1. have an under 18 International Student Visa Holder policy and procedure
 - 12.2. ensure a valid police clearance renewed annually with specific purpose “working with children” or Working with Children Check is current for all:
 - 12.2.1. Caregivers
 - 12.2.2. adults residing at the premises of a host family
 - 12.2.3. on-campus accommodation staff members with responsibility for under 18 International Student Visa Holders.
 - 12.3. maintain records, accessible by the University, of all contact with parents and legal guardians
 - 12.4. have critical incident procedures that require the University to be notified of any critical incident involving its under 18 International Student Visa Holders with immediate (same day) escalation and written reporting to the University.
13. Service agreements will require welfare providers to ensure:
 - 13.1. bi-monthly updates on the student’s wellbeing and academic progress are provided to parents and legal guardians

- 13.2. that Caregivers:
 - 13.2.1. assess the suitability of host family and on campus accommodation for under 18 International Student Visa Holders
 - 13.2.2. conduct an initial visit with a student at their accommodation within 48 hours of their arrival
 - 13.2.3. have fortnightly meetings with students under their care
 - 13.2.4. have in person contact with a student at least every 21 calendar days.
14. Service agreements will require a Home Stay Provider to ensure:
 - 14.1. accommodation is age appropriate and meets agreed standards
 - 14.2. physical inspection of individual host family premises at least every 12 months
 - 14.3. checks on accommodation arrangements by contacting the host family at least every 3 months
 - 14.4. appropriate training is completed by host families.
15. Service agreements will require on-campus accommodation providers to ensure:
 - 15.1. that accommodation is age appropriate and meets agreed standards
 - 15.2. a staff member is assigned to each under 18 International Student Visa Holder
 - 15.3. 24/7 support is available.

Monitoring

16. The University monitors accommodation and welfare providers by:
 - 16.1. conducting regular meetings with and reviewing regular reports from the providers
 - 16.2. undertaking an annual review including a review of the provider's critical incident procedures
 - 16.3. seeking and reviewing student feedback
 - 16.4. requiring providers to supply evidence annually that all employees involved in providing welfare arrangements or accommodation for under 18 International Student Visa Holders have, with validity for the duration of the agreement:
 - 16.4.1. a Working with Children Check or
 - 16.4.2. police clearance renewed annually with specified purpose "working with children".

Responsibilities

Role	Responsibility
------	----------------

Pro Vice Chancellor International	• Ensures due diligence is undertaken for the selection of welfare and accommodation providers for under 18 International Student Visa Holders. • Approves suppliers of welfare and accommodation providers for under 18 International Student Visa Holders. • Ensures regular monitoring of welfare and accommodation providers to under 18 International Student Visa Holders. • Responds to notification of critical incidents from welfare and accommodation providers. • Manages a student's failure to meet University or accommodation and welfare provider requirements. • Approves a change of accommodation arrangements in consultation with the parent or legal guardian. • Ensures processes and documents for the provision and approval of welfare and accommodation arrangements for under 18 International Student Visa Holders meet relevant legislative requirements.
Head of International Relations	• Ensures the processes and documents for the approval of welfare and accommodation arrangements are accessible, publicly available and in plain English. • Ensures that under 18 International Student Visa Holders and their Caregivers are given age and culturally appropriate up to date information about University support services and complaints processes. • Ensures there is no gap in welfare and accommodation arrangements for under 18 International Student Visa Holders transferring between providers.
International Committee	• Oversees welfare and accommodation provision for under 18 International Student Visa Holders: ○ recommends the appointment of welfare and accommodation providers ○ reviews reports from welfare and accommodation providers at least annually.
Director Student Administration	• Ensures that an under 18 International Student Visa Holder and parent or legal guardian have a binding agreement with a University approved welfare provider and accommodation provider.
Under 18 International Student Visa Holder and parent or legal guardian	• Meet the University's requirements for the initial and continued approval of welfare and accommodation arrangements.

Governance

Approval Authority	Deputy Vice Chancellor Global Engagement
Owner	Deputy Vice Chancellor Global Engagement
Legislation mandating compliance	<u>Higher Education Standards Framework (Threshold Standards) 2021</u> <u>Education Services for Overseas Students Act 2000</u> and supportive legislative instruments including the supporting <u>National Code of Practice for Providers of Education and Training to Overseas Students 2018</u> <u>National Higher Education Code to Prevent and Respond to Gender-based Violence 2025</u> .
Category	Primarily academic
Related University Legislation and Policy Documents	<u>Support of International Students Policy</u> <u>Admission Procedure</u> <u>International Student Transfer Procedure</u> <u>Murdoch Critical Incident Management Plan</u> <u>Student Wellbeing (sub-critical) Incident Support Plan</u>
Date effective	10/06/2026
Review date	13/01/2029

Revision History

Approved/Amended	Date Approved	Resolution No. (if applicable)
Approved	10/06/2026	
Approved	13/01/2026	

Please refer to the electronic copy in the Policy and Procedure Manager to ensure you are referring to the latest version.