

# Local Support Person Policy

## International Students

### 1. Introduction

Carey Baptist Grammar School (the **School**) is committed to ensuring that overseas students who attend the School under a CAAW letter always have appropriate support and welfare arrangements in place. This Policy has been designed to meet the requirements of the National Code and VRQA Standards.

### 2. Purpose

The purpose of this Policy is to set out the School's procedure for approving Local Support Persons for International Students.

### 3. Scope

This Policy applies to all International Students who attend the School under a CAAW letter, Local Support Persons, employees or volunteers.

### 4. Definitions

**CAAW letter** means Confirmation of Appropriate Accommodation and Welfare.

**International Student** means a student enrolled at the School who holds a student visa as defined by the *Education Services for Overseas Students Act 2000 (Cth)*.

**Local Support Person** means the person identified and approved as supporting an International Student.

### 5. Policy

5.1 Carey requires that all International Students issued with a CAAW letter must always have a Local Support Person while enrolled at Carey.

5.2 A nominated Local Support Person must be Melbourne based and agree to assist Carey to support the International Student as required in both personal and school matters. The Local Support Person acts in a supplementary role only and does not replace or assume any statutory welfare or guardianship responsibilities that the School holds under a CAAW letter. The School remains legally responsible for all welfare arrangements covered by the CAAW.

5.3 The Local Support Person may be a relative or family friend of the student living in Melbourne, or engaged via Carey's preferred Local Support Person provider, International Student Advocates (ISA).

#### 5.4 Eligibility Criteria

A Carey approved Local Support Person must meet the following criteria:

- (a) be over 25 years of age;
- (b) be able to communicate effectively both in English and the student's native language;
- (c) be of good character and an Australian citizen or permanent resident, or a temporary resident holding a visa that remains valid for the entire duration of the student's study and residency within metropolitan Melbourne;
- (d) be contactable by both email and phone 7 days per week;
- (e) be committed to providing ongoing and regular support to the student;

- (f) be prepared to obtain a Working With Children Check (WWCC), provide proof of identity and suitable references and complete Carey's annual Child Safety Training.

#### 5.5 International Student Advocates

If a relative or family friend is not nominated as a Local Support Person, Carey recommends that families engage our preferred provider, International Student Advocates (ISA).

[www.studentguardians.com](http://www.studentguardians.com)

email: [info@studentguardians.com](mailto:info@studentguardians.com)

Tel: +61 3 9663 2887

The cost is approximately AUD\$2,600\* per annum (as at August 2025, subject to change). Where ISA provides a Local Support Person, Carey is not involved, and all payments must be made directly to ISA.

Local Support Person arrangements must be in place prior to the issue of the Confirmation of Enrolment (CoE) and the CAAW letter.

#### 5.6 Local Support Person Responsibilities

A Local Support Person is responsible for:

- (a) Be contactable by the School at any time or as required (must be able to provide 24-hour, 7 days a week telephone advice or emergency assistance if required);
- (b) Maintain regular contact with the student (minimum contact requirement is once every 14 days by telephone or personal contact). Face-to-face contact should occur at least once every 21 days. If the School cannot contact the Local Support Person for more than 48 hours, an escalation and response process will be triggered, which may involve contacting the parents, the Local Support Person's replacement, or emergency services if necessary;
- (c) Provide the school with written notice of absence and details of the replacement in advance if the Local Support Person will be away for more than 14 consecutive days;
- (d) Maintain regular contact with the student's parents;
- (e) Maintain regular contact with the School;
- (f) Attend Carey functions and events that would normally be attended by a parent, such as:
  - i. information evenings;
  - ii. School events (i.e. productions, performances, end of year celebrations);
  - iii. parent/teacher/student interviews;
  - iv. meetings between Carey staff and the student regarding the behaviour, progress or homestay issues;
- (g) Notify the School of any problems they become aware of that need to be resolved;
- (h) Provide local support to the student in the parents' absence, particularly in matters concerning the student's welfare;
- (i) Assist the student in moving to new accommodation or into a new homestay provider, including placement with a Temporary or Emergency Homestay Host where required and monitoring the student's activities during weekends and holiday periods;

- (j) Assist the School to make sure the student arrives safely in Melbourne and provide local orientation for the student including but not limited to:
  - i. arrange transport for the student to and from the airport;
  - ii. assist the student to open a local bank account, purchase a phone/SIM card, and understand local public transport system and purchase a myki card;
- (k) Assist the student to access medical care (e.g., attending doctor's appointments) and other relevant support services;
- (l) Provide referral and assistance with personal problems/issues
- (m) Remind and guide the student regarding important administrative matters, such as maintaining valid travel documents (e.g. passport renewal) and attending to visa-related requirements;
- (n) Provide reminders and local assistance in relation to financial obligations (e.g. due dates, methods of payment), while the ultimate responsibility for payment rests with the student and their family/guardian;
- (o) Notify the School if they (the Local Support Person) will be absent (i.e. interstate or overseas) for any period.

## 6. Approval Process

- 6.1 Parents must nominate a Local Support Person using Accommodation and Welfare Arrangements Form.
- 6.2 Upon receipt of Accommodation and Welfare Arrangements Form, the Manager – International Students will validate the identity documents and the WWCC. Carey will then arrange for the proposed Local Support Person to meet with the Manager – International Students to ensure that they fully understand the role they will be undertaking, including child safe responsibilities, sign the Local Support Person Agreement.
- 6.3 If the proposed Local Support Person indicates that they are prepared to act as a temporary or emergency Homestay Host, the Manager – International Students will conduct a home visit. This visit will confirm the living arrangements, review the Local Support Person's responsibilities, provide a safety card, and complete the homestay checklist.  
  
The Manager – International Students is responsible for reviewing all paperwork and approving Local Support Persons for each student enrolled at Carey on CAAW.
- 6.4 If the nominated Local Support Person does not meet the eligibility criteria or is otherwise not considered suitable for the student, the School may require the parents to nominate an alternative Local Support Person.

## 7. Ongoing Monitoring

- 7.1 Local Support Persons are subject to ongoing monitoring to ensure their continued suitability for the role and the suitability for emergency accommodation where relevant.
- 7.2 This monitoring includes interviews conducted by the Manager – International Students with the Local Support Person every six (6) months and a home visit, if needed.
- 7.3 Feedback will also be sought from the Student regarding the ongoing suitability of the Local Support Person on a regular basis (at least once every six (6) months).

### For further information please email:

Admissions Office  
admissions@carey.com.au

**The Application for Enrolment is also available online at [carey.com.au](http://carey.com.au)**

**The following School rules, policies and forms can be found on our website:**

- Child Safe Policy
- Reporting Child Abuse Procedure
- Complaints and Appeals Policy
- Overseas Student Transfer Policy
- Student Behaviour
- Uniform and Appearance
- Privacy
- Enrolment Procedure and Policy – International Students
- Fee Schedule and Further Information – International covering:  
*Annual Fees and Additional Charges, Withdrawal of a Student, Uniform and Books, Digital Learning Program*
- Term dates/holidays
- Curriculum (pathways) information  
([pathways.carey.com.au](http://pathways.carey.com.au))

**After orientation further School policies and information become accessible on CareyLink.**

Carey Baptist Grammar School Limited  
ABN 83 051 576 062 CRICOS #00135G

\* Fees and Condition of Enrolment are subject to change without notice

October 2025