

 <b>BOND UNIVERSITY</b>	<b>WELFARE ARRANGEMENTS FOR STUDENTS UNDER THE AGE OF 18 PROCEDURE</b>
Procedure Owner	University Registrar
Contact Officer	Director, Student Success and Wellbeing
Approval Authority	University Registrar
Date of Next Review	September 2026

### 1. PURPOSE AND OBJECTIVES

This Procedure details essential processes relating to the management and administration of Bond University's [Welfare Arrangements for Students Under the Age of 18 Policy](#), including how the University will ensure the suitability of accommodation, support and general welfare arrangements for students under 18 years of age.

### 2. AUDIENCE AND APPLICATION

This Procedure applies to all Bond University staff, any third parties engaged by the University to provide accommodation or welfare services to students under 18 years of age, and all students under the age of 18.

### 3. ROLES AND RESPONSIBILITIES

Role	Responsibility
University Registrar	<ul style="list-style-type: none"> <li>Responsible and accountable for the implementation of this Procedure</li> <li>Determines the correct or intended interpretation and scope of this Procedure</li> </ul>
Executive Dean of <a href="#">Faculty</a> or Head of <a href="#">University Academic Unit (UAU)</a>	<ul style="list-style-type: none"> <li>Oversees programs and subjects in which students under the age of 18 may enrol</li> </ul>
Manager, Admissions Transformation	<ul style="list-style-type: none"> <li>Implements the issuance of a Confirmation of Appropriate Accommodation and Welfare (<a href="#">CAAW Letter</a>) or approval by the <a href="#">Department of Home Affairs (DHA)</a> for an international student under the age of 18 to live in Australia with a nominated guardian</li> </ul>
General Manager, Student Wellbeing <a href="#">Designated Student Affairs Manager (DSAM)</a> <a href="#">Senior Resident Fellow (SRF)</a>	<ul style="list-style-type: none"> <li>Conducts the Under 18 Orientation session</li> <li>Meets regularly with students under the age of 18</li> <li>Monitors the wellbeing of students under the age of 18 who live in on-campus residential accommodation</li> </ul>
Students under 18 years of age	<ul style="list-style-type: none"> <li>Must have welfare arrangements approved in accordance with this Procedure</li> </ul>

### 4. ADMISSION AND ENROLMENT

#### 4.1. Conditions of Admission

- 4.1.1. Minimum age requirements for admission to Bond University programs are set out in Schedule C of the University's [Admissions Policy](#).
- 4.1.2. Individuals under 18 years of age at the time of program or subject commencement will provide the written consent of their parent or legal guardian to be admitted and enrolled. Where exceptional circumstances exist, the University Registrar may approve the provision of consent by an alternative appropriate party.
- 4.1.3. Individuals under 18 years of age should be aware that, until such time as they turn 18, Bond University will:
  - share information with their parent or legal guardian including, without limitation, information about their welfare, attendance, academic results and progress, accommodation arrangements, non-compliance with any curfew, and any other matter which may affect the student's enrolment; and
  - not process any changes to the student's enrolment or approve a leave request, without the prior written consent of their parent or legal guardian.
- 4.1.4. Admission and enrolment of international onshore students under 18 years of age are further subject to adherence to [ESOS](#) legislation.
- 4.1.5. High school students undertaking extension programs offered by Bond University may be enrolled in specified subject/s in accordance with the requirements of the particular program. Consideration will be given by the University to the content of the subject/s, provision of suitable resources, and any relevant legislation.
- 4.1.6. The Manager, Admissions Transformation, as part of the admissions process, will ensure that:
  - the student's record in the University's admission and enrolment systems includes the student's contact details as outlined in Standard 3.5 of the [National Code](#), including the contact details of the student's parent, legal guardian or other adult responsible for the student's welfare; and

- approvals to undertake required medical action in case of emergency and any limitations articulated by religious belief and/or disclosures as to medical history are lodged prior to enrolment occurring.

## 5. SUPPORT AND WELFARE

### 5.1. Scheduled Meetings

- 5.1.1. All Bond University students under 18 years of age at the time of enrolment are required to attend an Under 18 Orientation session. At this session, students will be provided with age and culturally appropriate information relating to [Critical Incidents](#), including sexual harm or other abuse. Students will also receive advice on how to report such incidents and who to contact for assistance and support.
- 5.1.2. The University will continue to monitor the welfare arrangements of under 18 students through scheduled meetings arranged between the student and their [DSAM](#). These meetings will occur on a regular basis during the semester and may be supplemented by additional appointments. A student enrolled in a combined degree program will be paired with a single DSAM.
- 5.1.3. For under 18 students enrolled in the Bond University College English program, the DSAM is responsible for providing clear and regular reporting on assessment outcomes and progress to the student and their parent/legal guardian.
- 5.1.4. Under 18 students are encouraged to discuss any concerns they may have about their accommodation, academic progress or any other issues affecting their wellbeing directly with their DSAM.
- 5.1.5. The DSAM, as part of the welfare process, will ensure that contact details for the student and the student's parent, legal guardian or other adult responsible for the student's welfare remain current in the University's systems.
- 5.1.6. Accommodation and welfare arrangements will be reviewed as necessary following each meeting between the under 18 student and their DSAM.
- 5.1.7. If the under 18 student resides in on-campus residential accommodation, they will also be required to participate in regular meetings during the semester with their [SRF](#).

### 5.2. Missing Students

In circumstances where a student under 18 years of age has gone missing and cannot be contacted, the University will implement its [Student Critical Incident Management Policy](#) while continuing to make all reasonable efforts to locate the student, including notifying the police and any other relevant agencies as soon as practicable.

## 6. ACCOMMODATION

Overseas student visa condition 8532 stipulates that international students under 18 years of age must live with a parent or suitable relative or, if this is not possible, in accommodation approved by their education provider. Bond University treats all students under the age of 18 as though they are subject to this condition, while recognising that the requirements of clauses 6.1-6.8 below relate specifically to international students.

### 6.1. Residing with a Nominated Guardian

International students under the age of 18 may reside in Australia with a nominated guardian such as a parent, legal guardian, or other suitable relative, as approved by the DHA, subject to:

- the nominated guardian taking responsibility for the welfare arrangements of the under 18 student; and
- the student providing a signed letter from the nominated guardian confirming the welfare arrangements as part of their Bond University Acceptance of Offer.

Detailed information on acceptable welfare arrangements for under 18 student visa applicants is available on the [DHA website](#).

### 6.2. Approved Accommodation where CAAW Letter Issued

Under 18 students who request and are issued with a CAAW Letter must reside in accommodation approved by Bond University until such time as the student turns 18 years of age. The University will only consider the following types of accommodation:

- approved homestay accommodation;
- accommodation on campus; or
- other accommodation approved by Bond University, at its sole discretion.

The University will verify that the accommodation is appropriate to the student's needs by conducting a review prior to the accommodation being approved and at least every 6 months thereafter.

All applications for a CAAW Letter must be submitted no later than 4 weeks prior to the commencement of Orientation. To apply for a CAAW Letter, under 18 students must complete the [Under 18 years of age – Living Arrangements Form](#), pay the required deposit, and return the completed form to the Admissions Office ([admissions\\_team@bond.edu.au](mailto:admissions_team@bond.edu.au)).

All CAAW Letters will be issued via [PRISMS](#) when generating the student's electronic Confirmation of Enrolment

(eCoE). The signed CAAW Letter will be sent to the under 18 student and their nominated guardian together with the eCoE.

### **6.3. Student Obligations where CAAW Letter Issued**

Under 18 students who are issued with CAAW Letter must:

- upon arrival in Queensland go directly to their approved accommodation;
- reside in the accommodation approved by Bond University until such time as they turn 18;
- obtain approval from Bond University if they wish to:
  - change their approved accommodation arrangements (see clause 6.4 below);
  - travel overseas or travel within Australia – noting that all requests to travel must be submitted to the University Registrar no later than 21 days prior to the intended date of travel.

### **6.4. Changes to Approved Accommodation where CAAW Letter Issued**

**6.4.1.** All students under 18 years of age issued with a CAAW Letter must obtain approval from Bond University if they wish to make changes to their approved accommodation arrangements.

**6.4.2.** To obtain Bond University approval to change their accommodation arrangement, students under the age of 18 must apply to the University Registrar by completing the *Under 18 Change of Accommodation Form* and have the application approved before implementing any changes. Requests to change accommodation arrangements must be submitted no later than 14 days prior to the intended date of change.

**6.4.3.** Bond University is under no obligation to approve any changes to an under 18 student's accommodation arrangements.

**6.4.4.** If Bond University approves a change to an under 18 student's accommodation arrangements, the University will report this to the DHA as soon as practicable and no further action will be taken.

### **6.5. Breach of Student Obligations**

If an under 18 student is found in breach of any of the obligations set out in clauses 6.3-6.4 above, this may result in an allegation of general misconduct (failing to comply with Bond University policy) as specified in the University's [Student Code of Conduct Policy](#). If the breach is related to accommodation arrangements for an under 18 international student, the University is required to report to the DHA on the breach.

### **6.6. Change in Living Conditions**

Where a student under 18 years of age is residing in approved homestay accommodation, Bond University will monitor the suitability of the student's welfare arrangements on a fortnightly basis. If, at any point, the University determines that it is no longer able to approve the homestay accommodation, emergency accommodation measures will be implemented immediately. In emergency situations and when welfare arrangements are disrupted, students under 18 years of age will be housed within the University accommodation service at the prevailing rate for that room.

### **6.7. Required Notifications**

**6.7.1.** If Bond University is no longer able to approve the welfare arrangements of a student under 18 years of age, it will make all reasonable efforts to ensure the nominated guardian of the student is notified immediately and the CAAW Letter is cancelled within 24 hours.

**6.7.2.** The University will advise the DHA, using the required form:

- as soon as practicable, if the student will be cared for by a parent or nominated relative approved by the DHA and a CAAW Letter is no longer required; and
- within 24 hours, if the University is no longer able to approve the student's welfare arrangements.

**6.7.3.** Where the University's withdrawal of welfare support is due to the student refusing to maintain University-approved accommodation arrangements, the University will complete the Non-Approval of Appropriate Accommodation/Welfare Arrangements letter via PRISMS. Issuance of this letter signifies a breach of student visa condition 8532 and may result in cancellation of the student's visa.

**6.7.4.** Where the University receives written confirmation that the student's parent or nominated relative, or another registered provider, will be accepting responsibility for the student, the University will complete the Approval to Change Accommodation/Welfare Arrangements letter via PRISMS.

### **6.8. Termination, Suspension or Cancellation of Enrolment where CAAW Letter Issued**

In circumstances where Bond University terminates, suspends, or cancels the enrolment of an under 18 student to whom it has issued a CAAW Letter, the University will continue to approve the welfare arrangements for the student until any of the following applies:

- the student has alternative welfare arrangements approved by another registered provider;
- care of the student by a parent or nominated relative is approved by the DHA;
- the student leaves Australia; or
- the University has notified the DHA that it is no longer able to approve the student's welfare arrangements or that it has taken the required action after not being able to contact the student.

## 7. UNIVERSITY SERVICES

### 7.1. Helpful Contacts for Under 18 Students

- Applying for a CAAW Letter: [admissions\\_team@bond.edu.au](mailto:admissions_team@bond.edu.au)
- General enquiries: [studentassist@bond.edu.au](mailto:studentassist@bond.edu.au)
- Accommodation information: [Accommodation | Bond University](#)
- Student support: [Supporting student success | Bond University](#)
- Wellbeing services: [BondCare | Bond University](#)
- University safety and security: [Safety and security | Bond University](#)
- Complaints: [integrity@bond.edu.au](mailto:integrity@bond.edu.au)

### 7.2. Assistance in the event of a Critical Incident

Type of Incident	Hours of Operation	Contact Entity	Contact Details
All Critical Incidents that occur on Bond University premises	24 hours a day 7 days a week	Bond Security	Tel: 07 5595 1234
Off-campus emergencies	24 hours a day 7 days a week	Emergency Services: Fire, Police and Ambulance	Tel: 000
Off-campus non-emergencies (e.g., minor traffic accidents)	24 hours a day 7 days a week	Queensland Police Service	Tel: 07 5656 9111
General health issues, counselling, mental health concerns, crisis support	8.30am-5.00pm Monday-Friday	For general health issues, call the University Medical Clinic	Tel: 07 5595 4043
	8.30am-5.00pm Monday-Friday	For counselling support, call Student Counselling Services	Tel: 07 5595 4043
	24 hours a day 7 days a week	For mental health support, call the Mental Health Line	Tel: 1800 011 511
	24 hours a day 7 days a week	For crisis support and suicide prevention, call Lifeline	Tel: 131 114
On-campus security	24 hours a day 7 days a week	Bond Security	Tel: 07 5595 1234

## 8. DEFINITIONS, TERMS, ACRONYMS

<b>CAAW Letter</b>	Confirmation of Appropriate Accommodation and Welfare Letter, under which Bond University approves the accommodation, support and general welfare arrangements for international students under 18 years of age.
<b>Critical Incident</b>	<p>A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.</p> <p>Student critical incidents include any event deemed to be a 'critical incident' under the <a href="#">National Code</a>. Such events include, but are not limited to:</p> <ul style="list-style-type: none"> <li>▪ serious injury or health problem;</li> <li>▪ death of a student;</li> <li>▪ attempted suicide;</li> <li>▪ missing student;</li> <li>▪ mental health episode requiring hospitalisation;</li> <li>▪ natural disaster located away from Bond University;</li> <li>▪ student arrested or detained;</li> <li>▪ assault, including sexual assault, domestic violence, robbery, severe verbal or psychological aggression; and/or</li> <li>▪ drug or alcohol abuse.</li> </ul>
<b>Department of Home Affairs (DHA)</b>	Australian government department which undertakes the assessment of visa and accommodation arrangements for international students under 18 years of age.
<b>Designated Student Affairs Manager (DSAM)</b>	For the purposes of this Procedure, the relevant Faculty Student Affairs & Service Quality Manager or UAU equivalent.
<b>ESOS Act</b>	<i>Education Services for Overseas Students Act 2000</i> , which regulates the delivery of education and training programs to international students who come to Australia to study on a student visa.

<b>Faculty</b>	Bond Business School, Faculty of Health Sciences & Medicine, Faculty of Law, and Faculty of Society & Design (each of which is headed by an Executive Dean).
<b>National Code</b>	<i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i> , established under the <a href="#">ESOS Act</a> .
<b>PRISMS</b>	Provider Registration and International Student Management System, which is a secure database owned and maintained by the Australian government for the purposes of administering the ESOS Act.
<b>Senior Resident Fellow (SRF)</b>	The Senior Resident Fellow in the on-campus student residence in which the under 18 student is accommodated.
<b>University Academic Unit (UAU)</b>	Bond University College (headed by the Director) and Transformation CoLab (headed by the Assistant Provost).

## 9. APPENDICES

[Care Arrangement Procedures for Under 18 Year Old International Students Studying at Bond University](#)  
[Under 18 Years of Age – Living Arrangements Form](#)  
[Under 18 Years of Age – Living Arrangements Checklist](#)  
[Under 18 Years of Age – Change of Accommodation Form](#)

## 10. RELATED DOCUMENTS

[Academic Progress Policy \(SS 5.4.5\)](#)  
[Accessibility and Inclusion Policy \(SS 5.8.6\)](#)  
[Admissions Policy \(SS 5.4.1\)](#)  
[Child Protection Act 1999](#) (Qld)  
[Complaints and Feedback Procedure](#)  
[Criminal Code \(Child Sexual Offences Reform\) and Other Legislation Amendment Act 2020](#) (Qld)  
[Education Services for Overseas Students Act 2000](#) (Cth)  
[Enrolment Policy \(SS 5.4.4\)](#)  
[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#), Part B  
[Overseas Student Transfer Policy \(SS 5.4.9\)](#)  
[Sexual Harm Policy \(SS 5.8.3\)](#)  
[Student Code of Conduct Policy \(SS 5.2.1\)](#)  
[Student Critical Incident Management Policy \(SS 5.8.8\)](#)  
[Student Fees, Charges and Refunds Policy \(SS 5.7.4\)](#)  
[Student Grievance Management Policy \(SS 5.8.1\)](#)  
[Student Support Policy \(SS 5.8.2\)](#)  
[Student Wellbeing and Safety Policy \(SS 5.8.4\)](#)  
[Welfare Arrangements for Students Under the Age of 18 Policy \(SS 5.8.5\)](#)  
[Working with Children Policy \(GOV 1.8.1\)](#)

## 11. MODIFICATION HISTORY

Date	Sections	Source	Details
20 December 2023	5.1.3	BUC	V4.1 Add sub clause 5.1.3 re English program students
August 2023		CIO	V4 - Rewrite to cover all students under 18
24 July 2020			V3.2
May 2017			V3.1
1 June 2014			V3
10 August 2010			V2.1
31 March 2008			V2
29 November 2007			Date First Approved



## CARE ARRANGEMENT PROCEDURES UNDER 18 YEAR OLD FOR INTERNATIONAL STUDENTS STUDYING AT BOND UNIVERSITY

In order for the appropriate arrangements and relevant forms to be completed, students must complete the following questions:

During my studies at Bond University I will be residing with my parents, or custodian or an approved relative aged 21 and over?

YES

If you answer YES, you must take care of your own accommodation and these arrangements must be approved by the Department of Home Affairs (DHA) when applying for a student visa. More information can be obtained from the [DHA website](#).

**Complete either Section A or Section B on the Bond University *Under 18 years of age – Living Arrangements Form* (attached).**

NO

**If you answer NO, then Bond University will complete and sign the Department of Home Affairs Education Provider Confirmation of Appropriate Accommodation/Welfare Form (CAAW) for your student visa. This means that Bond University is taking on significant responsibility in this instance by confirming to DHA that it has in place appropriate arrangements for your accommodation, support and overall general welfare.**

**On-Campus Accommodation (available to students who are 17 at the time of enrolment; not available to students studying BUC English language programs)**

On-campus accommodation is in high demand, so it is best to book as early as possible.

A \$600 security deposit is required to secure your booking and must be paid prior to your arrival. This deposit also serves as your bond and will be returned upon leaving the residence, provided the room is left in a satisfactory condition.

The balance of your accommodation fees and meal package are payable at the beginning of each semester.

Accommodation can be booked and paid for online at: [Bond University - Student Housing Booking Portal](#)

Or to request an Accommodation Booking Form, contact the Student Housing Office Phone: 075595 5000 (+617 5595 5000 for international callers) email: [student\\_housing@bond.edu.au](mailto:student_housing@bond.edu.au)

**Students will need to complete Section C on the Bond University *Under 18 years of age – Living Arrangements Form* (attached) confirming they have booked on-campus accommodation online.**

**Homestay Placement (available to all students)**

Homestay is a popular choice for some under 18 students and those looking for a more family-oriented lifestyle. It is a wonderful opportunity for students to experience the Australian lifestyle and make new friends.

We recommend that all international students experience homestay living as it helps them to practise their English and adjust to their new life on the Gold Coast.

Host families provide a single room with study facilities and 3 meals per day.

**Students will need to complete Section C on the Bond University *Under 18 years of age – Living Arrangements Form* (attached) authorising Bond to make homestay arrangements.**

**UNDER 18 YEARS OF AGE – LIVING ARRANGEMENTS FORM**

**IMPORTANT NOTE:** At least one parent or legal guardian must complete this form for international students who are under 18 years of age and will be studying at Bond University (including Bond University College). Australian Government regulations, the National Code and Student Visa conditions require that any international student under the age of 18 must have approved accommodation and welfare arrangements in place.

<b>STUDENT DETAILS:</b>			
Family Name			
Given Names			
Date of Birth			
Agent's Name			
Correspondence/Agent's Address			
Contact Telephone			
<b>PARENT/LEGAL GUARDIAN DETAILS:</b>			
Family Name			
Given Names			
Relationship to Student			
Address			
Contact Telephone			
<input type="checkbox"/> <b>Section A: I will be living with a Parent or Person who has Legal Custody</b>			
Family Name			
Given Names			
Relationship to Student			
Address			
Home Telephone		Mobile Telephone	
Please provide a copy of passport and/or Australian Driver's Licence of Parent or person who has legal custody with this form			
<input type="checkbox"/> <b>Section B: I will be living with a Relative/Guardian</b>			
<b>Important note: Relatives/guardians must be 21 years of age or over and be of good character</b>			
Relative/Guardian's Family Name			
Relative/Guardian's Given Names			
Relationship to student			
Relative/Guardian's Address			
Home Telephone		Mobile Telephone	
Please provide a copy of passport and/or Australian Driver's Licence of the Relative/Guardian with this form			
<input type="checkbox"/> <b>Section C: I will be living in On-Campus Accommodation or Homestay</b>			
<input type="checkbox"/> I have arranged my on-campus accommodation online at: <a href="#">Bond University - Student Housing Booking Portal</a> My booking confirmation letter is attached, <b>OR</b> <input type="checkbox"/> I, <a href="#">Click here to enter text.</a> (parent/legal guardian) intend to arrange Homestay accommodation with the Bond University approved provider. I understand that the appointed Homestay family will be responsible for the general welfare, accommodation and support of my child while they remain under 18 years of age.			
Parent/Legal Guardian please provide a copy of passport, driver's licence or official ID card with this form			
<b>Declaration:</b> I confirm that the information I have provided is correct and I will advise Bond University if these arrangements change while I am studying at Bond.			
<b>SIGNATURES</b>			
Student's signature		Click here to enter a date.	
Parent/Guardian's signature		Click here to enter a date.	



## UNDER 18 YEARS OF AGE – LIVING ARRANGEMENTS CHECKLIST

- Student One Report – Under 18 years of age Informational Confirmations
  - On Campus
  - Off Campus
  
- Under 18 years of age Living Arrangements Form Received
  
- CAAW Letter Signed
  
- Accommodation Office notified
  - Room assigned
  - Senior Resident Fellow notified
  
- Faculty or UAU notified
  
- On Arrival
  - Residence Orientation conducted
  - Faculty or UAU Orientation conducted
  
- Progress Meetings
  - Under 18 Orientation session
  - Week 0
  
  - [Designated Student Affairs Manager](#)  
Week 0       Week 3       Week 7       Week 11
  
  - [Senior Resident Fellow](#)  
Week 1       Week 4       Week 8       Week 12