

# Form O101 APPLICATION FOR NEAS ENDORSEMENT (HOMESTAY SERVICE PROVIDER)

**TAX INVOICE** ABN 29 003 980 667

WHEN COMPLETED THIS FORM BECOMES A TAX INVOICE

**PLEASE COMPLETE ALL FIELDS**

**Homestay Service Provider Details**

Legal Name of Entity

Trading Name

ABN or equivalent licence number

In what year did the Homestay Service Provider first begin servicing students?

List any professional memberships/certifications of the Homestay Service Provider

**Contact Details**

Head Office Address Line 1

Head Office Address Line 2

City  Postcode/Zip

State/Province  Country

Other office locations

Email

Phone

Website URL

**Principal Executive Officer (PEO)**

Surname/Family Name

Personal/Given Name  Title

Email

Phone

**PAYMENT**

**PAYMENT INFORMATION (in AUD)**

	\$2700.00
+GST	\$270.00
<b>Total:</b>	<b>\$2970.00</b>

**Please indicate method of payment:**

CREDIT CARD ([neas.org.au/formsandguides/payments](https://neas.org.au/formsandguides/payments)) EFT

(BSB **032-099** ■ A/C No **187624** ■ A/C Name **NEAS**)

**When making payment please quote O101 and Homestay Service Provider name**

**Indicate date of payment:**

NEAS  
ABN 29 003 980 667

PO Box K111  
Haymarket NSW 1240

T +61 2 9055 9275  
E [neas@neas.org.au](mailto:neas@neas.org.au)  
W [neas.org.au](https://neas.org.au)

**Principal Administrator**

Surname/Family Name

Personal/Given Name  Title

Email

Phone

Official position

**Declaration by Principal Administrator**

I declare that the information in this application is true and correct.

I am authorised on the behalf of the provider to submit this application.

Signature:

**CONFIDENTIALITY:** The information contained in this submission remains confidential to the Directors and Staff of NEAS and to individual NEAS Quality Assessors and members of the Quality Endorsement Committee who are under contract of confidentiality to NEAS. The information may also be made available to governments.

## Appendix:

### Documents to be submitted with the Application for NEAS Endorsement

- All documents should be in Word or PDF (not scanned)
- Organise documents in sequence with file names commencing with the reference numbering indicated below
- All documents should be submitted electronically

Evidence is in accordance with Quality Area O of the NEAS Quality Assurance Framework

#### QUALITY PRINCIPLE O1: The homestay service provider demonstrates effective governance and management to support students and host families.

		Evidence required
<input type="checkbox"/>	1.2	<p>A copy of the homestay service provider's organisational chart.</p> <p>Copies of five of the following homestay service provider's policies and procedures:</p> <ul style="list-style-type: none"> <li>• Host vetting and placement procedures,</li> <li>• Host payment procedures,</li> <li>• Disputes and conflict resolution,</li> <li>• Sexual harassment and abuse prevention and reporting,</li> <li>• Critical incidents,</li> <li>• Management and supervision of under 18s,</li> <li>• Students with special needs,</li> <li>• Diversity and inclusion.</li> </ul>
<input type="checkbox"/>	1.3	<p>All of the following documents provided to students by the homestay service provider:</p> <ul style="list-style-type: none"> <li>• Accommodation standards and accommodation inclusions,</li> <li>• Homestay house-rules,</li> <li>• Terms and conditions of service agreements, fees and charges, payments, refund policies,</li> <li>• Complaints procedure,</li> <li>• Termination or transfer procedure.</li> </ul>
<input type="checkbox"/>	1.7	<p>The homestay service provider's records demonstrating that all staff who have direct contact with students have successfully completed child safety screening procedures relevant to the jurisdiction.</p>
<input type="checkbox"/>	1.8	<p>Evidence the homestay service provider has included at least one partner education provider's arrangements for welfare provision in its terms and conditions for students and hosts.</p>
<input type="checkbox"/>	1.9	<p>Evidence the homestay service provider supplies both students and hosts with 24-hour crisis and emergency numbers (such as 000, Lifeline, Beyond Blue, and Kids Help Line).</p> <p>Evidence the homestay service provider supplies students and hosts with relevant contact information, emergency numbers, and messaging apps for the homestay service provider.</p>
<input type="checkbox"/>	1.10	<p>Evidence the homestay service provider gives students and hosts a briefing on which services to call in a variety of emergencies.</p>
<input type="checkbox"/>	1.12	<p>Evidence the homestay service provider encourages and monitors feedback from students and hosts at least every three months.</p>

**QUALITY PRINCIPLE O2: The homestay premises provides students with a safe, secure comfortable environment.**

		Evidence required
<input type="checkbox"/>	2.1 2.4 2.6	<p>Photographic evidence from the homestay service provider of three sample homestays, showing the student's room and its inclusions, namely, the bed, desk, chair, storage space, lighting, as well as the room's means of heating and cooling.</p> <p>Photos from the same three sample homestays showing the bathroom, toilet, kitchen, laundry and living areas that will be used by students.</p> <p>Photos from the same three sample homestays showing at least one smoke alarm.</p>
<input type="checkbox"/>	2.3	Evidence of the homestay service provider stipulating its requirements and limitations regarding room sharing by students in its service agreement, policies, or information to stakeholders. These requirements should refer to age, gender, and numerical limits, for example.

**QUALITY PRINCIPLE O3: The homestay service provider supports effective welfare arrangements for all students.**

		Evidence required
<input type="checkbox"/>	3.1	Evidence of the homestay service provider's pre-arrival induction program for students, which includes information on the obligations, rights, and responsibilities of the student, host family, and homestay service provider. This induction should also include information on general safety and cultural orientation.
<input type="checkbox"/>	3.2	A copy of the homestay service provider's placement report given to students prior to their arrival. The placement report should include details about the homestay, all residents in the homestay, age of children, pets, accessibility features (e.g., stairs), pool safety, etc.
<input type="checkbox"/>	3.3	Information on how the homestay service provider works with hosts to provide students with a comprehensive orientation of the accommodation and local area upon arrival. The orientation should include information on local public transport, shopping areas, recreation areas, and any hazards.
<input type="checkbox"/>	3.6 3.7	Evidence in the homestay service provider's agreement with students, requiring students to notify hosts and the homestay service provider of the student's intention to change the terms of the agreement, to terminate the agreement, or to take holidays away from the homestay. This should include requirements for students under 18 wishing to change the agreement, terminate the agreement, or take holidays away from the homestay to provide written permission from the student's education provider, as appropriate.

**QUALITY PRINCIPLE O4: Host families are provided with information and training to support the welfare and wellbeing of students.**

		Evidence required
<input type="checkbox"/>	4.1	<p>Evidence of the homestay service provider's formal instruction to the host family, requiring hosts and all adult residents to obtain and maintain the appropriate child safety and any other relevant screening procedures, such as police checks.</p> <p>Evidence of the homestay service provider recording child safety and screening procedures completed by hosts.</p>
<input type="checkbox"/>	4.2	Evidence of the homestay service provider conducting inspections of the homestay accommodation at least every six months. This can include evidence of virtual inspections.
<input type="checkbox"/>	4.3	Information on the homestay service provider's training programs for hosts covering regulatory requirements, host roles and responsibilities, and student welfare and wellbeing issues.

<input type="checkbox"/>	4.4	<p>Evidence of the homestay service provider's terms and conditions for the host family, covering limitations on how long students can be left unattended at home, restrictions on the use of the home by residents, and restrictions on overnight visitors for the host and the student.</p>
<input type="checkbox"/>	4.5	<p>A copy of the placement report given to hosts prior to the student's arrival. The placement report should include key information about the student (e.g., age, cultural background, dietary requirements, health and medical needs, special instructions from the Australian education provider, etc.).</p>
<input type="checkbox"/>	4.6	<p>A copy of the homestay service provider's agreement with the host, showing the requirement for hosts to notify students and the homestay service provider of their intention to change the terms of the agreement or to terminate the agreement.</p>
<input type="checkbox"/>	4.7	<p>A copy of the homestay service provider's agreement with the host family and students, showing which party is responsible for purchasing and maintaining sufficient insurance to cover the host's property, contents, and paying guests' property during hosting.</p> <p>Copies of records of three sample hosts holding current public liability insurance coverage for both hosts and paying guests of at least \$20M.</p>