

## Policy and Procedure Register updates – Summary of changes to:

### Welfare management – subclass 500 (schools) visa procedure

|  |  |   |
|--|--|---|
| <b>1. Reason for new/updated policy or procedure</b> <i>(select all that apply)</i>  |  |   |
| <input checked="" type="checkbox"/> Change of policy/procedure requirements  | <input type="checkbox"/> Audit/review recommendation   |   |
| <input type="checkbox"/> Change to legislation/delegations   | <input checked="" type="checkbox"/> Due for review   | <input type="checkbox"/> Other                                      |
| This procedure is due for revision as part of the three-year cycle review and the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) re-registration process in 2025.  |  |   |
| <b>2. Summary of changes</b>   |  |   |
| The changes to the procedure focus on streamlining the content and making it easier to read, including:  |  |   |
| <ul style="list-style-type: none"> <li>a. Changed approach to cover welfare management as a whole instead of only changes of welfare, which has also resulted in changing the name of the procedure from Change of welfare to Welfare management</li> <li>b. Added new role: EQI officer to implement wellbeing and welfare decision and escalate to Director, EQI where it has been determined that the overseas student cannot remain in the homestay program</li> <li>c. Revised Director, EQI role</li> <li>d. New letter templates: <ul style="list-style-type: none"> <li>a. Wellbeing support letter</li> <li>b. Change of welfare submission form (now attached to the procedure)</li> </ul> </li> </ul> |  |   |
| <b>3. Impacts to roles and responsibilities</b>  |  |   |
| Does the new/updated content change staff roles/responsibilities <i>in any way?</i>  |  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <i>If yes, select the type of change: (select all that apply)</i>  |  |   |
| <input checked="" type="checkbox"/> Revised responsibilities <input checked="" type="checkbox"/> New/additional responsibilities <input type="checkbox"/> Removed responsibilities   |  |   |
| <b>Position title</b>  | <b>Summary of change</b>   | <b>Page #</b>   |
| School staff   | In line with the intervene step in the process and formal Wellbeing support letter can be issued by school staff to support wellbeing and welfare of overseas students                     | 8   |
| EQI officer  | New role in the procedure responsible for implementing decisions to support wellbeing and welfare of overseas students, including the issue of the ISP Welfare at risk notification letter | 3,8,10  |
| Director, EQI  | Some responsibilities allocated to EQI officer   | 4   |
| <b>4. Communication and support for implementation</b>   |  |   |
| Routine internal communication channels – ISP News (to principals and ISP school staff) and ISP Roadshow (training for ISP school staff).  |  |   |