

WHY SHOULD SCHOOLS WORK WITH CASEO MEMBERS?

COMPLIANCE: CASEO members are formally registered with regulatory authorities and meet strict compliance requirements.

PEACE OF MIND: CASEO members have 24/7 support structures and protocols in place.

CONTRACTUAL RESPONSIBILITY: CASEO members have a contractual relationship with the Australian students' parents to deliver the program.

LEGAL LIABILITY: CASEO members assume all legal liabilities in managing the exchange program.

ADMINISTRATIVE BURDEN: CASEO members take care of all the administrative details in managing an exchange program.

Local Coordinators: Member organisations train and utilise teams of volunteer Local Coordinators to supervise the exchange student's program at a local level in Australia and overseas.



CASEO

Council of Australian
Student Exchange Organisations

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WHAT SCHOOLS SHOULD KNOW ABOUT SECONDARY STUDENT EXCHANGE IN AUSTRALIA

CASEO MEMBERS



Australian Institute of
International Understanding
www.aiiu.com.au



student exchange
AUSTRALIA NEW ZEALAND
Student Exchange
Australia New Zealand Ltd
www.studentexchange.org.au



World Education Program
Australia Limited
wep.org.au



AFS Intercultural
Programs Australia
www.afs.org.au



Southern Cross
Cultural Exchange
www.scce.com.au



YFU AUSTRALIA & NEW ZEALAND
Youth for Understanding
Australia Limited
www.yfu.com.au



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www.caseo.org.au

WHAT IS CASEO?

- Founded in 2009 as the representative body for non-profit, government registered student exchange organisations based in Australia.
- Approved by member organisations to act as an industry voice on all matters pertaining to secondary student exchange, for both selected outbound Australian students and selected international students and their volunteer host families.
- Promotes the importance and educational value of student exchange programs.
- Provides a coherent and unified voice on key issues affecting the industry.
- Membership is based on adherence to an agreed code of conduct and regulatory framework.
- Board representatives elected annually by members.

WHO ARE THE MEMBER ORGANISATIONS?

- Organisations registered with the relevant education departments or regulatory authorities in each state and territory and who abide by the National Guidelines that govern Secondary Student Exchange in Australia.
- Professional not-for-profit organisations staffed from the fields of student exchange, education, and travel.
- Members represent years of experience, research, growth and influence in the field of student exchange, commencing in Australia in 1958.
- AFS Intercultural Programs, Australian Institute for International Understanding, Southern Cross Cultural Exchange, Student Exchange Australia New Zealand, World Education Program, Youth for Understanding.
- Member organisations cover all Australian States and Territories.

WHAT IS SECONDARY STUDENT EXCHANGE?

- For the age group 15-18, programs provide Australian students the opportunity to live overseas as a member of a host family, school and community, and selected international students to live with screened and prepared volunteer host families in Australia.
- Programs range from a minimum of 28 days (Victoria) or one term (rest of Australia), up to 12 months maximum Australia wide.
- Volunteer Australian host families select their student with experienced guidance from organisations.
- Programs are offered to students in all secondary schools.
- Students are enrolled into school on a voluntary basis; they do not attend as visitors.
- In Australia exchange students are enrolled as local students, allowing schools to receive the relevant subsidies.
- CASEO organisations must be registered as not-for-profit entities and meet strict regulations to maintain government registration.
- Group study tours do not qualify as student exchange programs.



HOW DOES EXCHANGE BENEFIT AUSTRALIAN STUDENTS, SCHOOLS, FAMILIES AND COMMUNITIES?

- Exposes students, families and schools to other cultures, challenges stereotypes and encourages tolerance and mutual respect.
- Facilitates the development of skills and competencies that enable people to live, work and learn across national and cultural boundaries.
- Encourages and promotes the learning of other languages.
- Assists students to acquire independence and maturity.
- Opens up a broader spectrum of career and study opportunities.
- Provokes interest and the acquisition of knowledge that extends beyond local communities.
- Encourages desire for further education and exposure to different cultures.
- Provides a platform on which to develop future international business relationships.
- Builds lasting friendships around the world.

QUALITY CONTROL

SECONDARY STUDENT EXCHANGE

- Rigorous selection procedures support motivation and ability to succeed.
- Contracts are held with students' natural parents.
- Contracts are held with overseas affiliate organisations.
- Orientation programs that include cultural knowledge are undertaken before departure, on program, and after return home.
- Exchange organisation holds welfare responsibility for students while on program.
- International students enter Australia on a student 571 visa, not on a visitor's visa.
- Australian students generally need a visa to be enrolled into school, with the exception of the majority of programs less than 90 days in duration.
- Strict rules are enforced and support is available both overseas and in Australia, 24/7.
- Full time school attendance is required.
- Host families are chosen, screened and reference-checked both in Australia and by overseas organisations.
- Overseas organisations are bound by contracts with similar high standards and licensed to operate exchange programs by their local registration bodies.
- Host family members over 18 must hold a clear criminal history check in all countries with the exception of Japan, where more stringent screening processes are required.

CASEO CODE OF PRACTICE

The purpose of the CASEO Code of Practice is to provide a framework of student exchange industry standards in Australia. Membership of CASEO is dependent on agreement with, and adherence to, these standards

The Code

CASEO members require all staff and volunteers to recognise the importance of keeping children safe and must have in place strategies to minimise risk of child abuse and to manage protection of children. They do this by:

Student Welfare and Support

Placing the welfare, support and duty of care to student participants as the primary priority in all aspects of their organisation's business and satisfying themselves that their overseas partners operate to the same standards.

Host Family and Volunteer Screening

Fulfil all recruitment, selection and screening of Australian host families and volunteers in accordance with state and territory government regulations, Working with Children, Child Protection and Prohibited Employment screening procedures. Satisfy themselves that their overseas partners carry out the same responsibilities in accordance with their applicable statutory requirements.

Code of Conduct – Staff and Volunteers

Establishing clear expectations for appropriate behaviour with children. They are required to provide all staff and volunteers with clearly defined behavioural expectations and boundaries for personal interaction with children, both online and in a physical environment. CASEO Members will also have procedures in place for managing any reporting or breaches of that Code.

Screening, Supervision and Training of Staff, Volunteers and Host Families

Supplementing the recruitment of staff, volunteers and host families with additional tools such as reference checks, local support, training and orientations to manage and reduce the risk of child abuse.

Responding to Suspected Child Abuse

Ensuring that all students, parents, hosts, volunteers, staff and overseas agencies have access to and are familiar with mechanisms for responding to allegations of suspected child abuse, and following mandatory reporting procedures. This is in addition to members 24/7 emergency response systems

Removal or Reduction of the Risk of Child Abuse

Being open and transparent in making available the strategies undertaken to identify and reduce or remove the risk of abuse. This is done by having publicly available a clear statement of eligibility and selection criteria for student participants, host families and volunteers. Ensuring appropriate and up-to-date contractual arrangements are in place with all overseas partners which refer to the existence of this code and the requirement on overseas partners to meet the required standards of child safety care and support.

Participation and Empowerment of Children

Providing simple and accessible processes to student participants that will assist them to understand their rights and the processes for reporting concerns regarding their safety.

Equity and Transparency

Provide publicly available statements of: Terms and Conditions of Participation; Cancellation and Refund Policy; Program Fee Inclusions and Exclusions and Payment Timeline. Make a Grievance Procedure available to all student participants and a Complaints Policy and Procedure available to all students and their parents for handling complaints that may arise. Adhere to Privacy Regulations.



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Registration

Comply with all regulatory requirements in the states and territories where they operate.

Compliance

Each member organisation is responsible for compliance with the Code. The CASEO executive may respond, by peer review, to written complaints levelled against a CASEO member organisation for failure to comply with the code.

Indemnity

Indemnifying CASEO and its members against all expenses, losses, damages and costs (on a full indemnity basis) incurred by or awarded against CASEO arising out of any claim by any person, in relation to any matter.

