

Welfare arrangements for students under 18

UTS welcomes applications from suitably qualified international students under the age of 18.

Applicants must:

- meet the UTS admission and Genuine Temporary Entrant (GTE)/ Genuine Student (GS) requirements for the selected course; and
- have appropriate accommodation and welfare arrangements while in Australia until they turn 18 either by living:
 - a) with their parent or legal guardian or with a suitable relative whom the parent or legal guardian nominates (subject to approval by the Department of Home Affairs); or
 - b) under an accommodation and welfare arrangement approved by the University.

In order for the [Department of Home Affairs](#) (opens an external site) to process your visa application, you must show evidence that you have one of the above living arrangements in place.

Note: if you are under 18 when you apply for a visa but turn 18 before you arrive in Australia you must contact the Department of Home Affairs to seek advice on the appropriate forms required.

➤ **Selecting accommodation and welfare arrangements**

As part of your Letter of Offer you will be asked to select your preferred accommodation and welfare arrangement on the accompanying UTS acceptance form.

- If you choose to live with your parent/legal guardian, or with a suitable relative nominated by your parent/legal guardian you will need to submit evidence of this arrangement to UTS (e.g. evidence of application for a Student Guardian visa). Note: if you choose this option, UTS will not issue a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter.
- If you choose to live in UTS-approved accommodation and UTS welfare arrangements, UTS will be responsible for issuing the CAAW letter. By issuing this letter, UTS assumes responsibility for your welfare in Australia until you turn 18 years of age, complete your course or leave the country permanently, whichever occurs first.

The start date of the CAAW will depend on the type of accommodation you select:

- For homestay: no earlier than 7 days prior to your course commencement;

- For residential accommodation: no earlier than 14 days prior to your course commencement.

The CAAW will cover the duration of your enrolment plus seven days, or until you turn 18 years of age, whichever occurs first.

You **must not** arrive in Australia prior to the start date noted on your CAAW letter as this is a condition of your visa. Breaching a visa condition may lead to cancellation of your visa by the Department of Home Affairs.

➤ **UTS-approved accommodation**

UTS has nominated its partner provider UTS Insearch (Insearch Limited) (opens an external site) to provide the administration, selection, allocation and monitoring of accommodation and welfare arrangements to international students under 18 years of age.

Accommodation and welfare bookings must be made in advance in order for UTS to issue the CAAW letter and Confirmation of Enrolment (CoE). The UTS Insearch accommodation team will contact you to assist you in booking your preferred accommodation and welfare arrangements.

UTS-approved accommodation includes homestay and residential accommodation and welfare.

Option 1: Homestay

Living with a local family is a great way for you to experience life in Australia and practise your spoken English. All of our homestays have been specially chosen to ensure that you are provided with a safe and supportive home environment. Each home is within 45-60 minutes' travelling time from campus, in a variety of locations around Sydney. This is a fantastic opportunity to live like a local and have an authentic Australian lifestyle experience.

Why choose homestay?

- It is the perfect way to make new friends - many of our homestay students stay in touch with their Australian host families long after they leave.
- If you are learning English it is a great way to practise your language skills every day in a fun, relaxed home environment.
- Homestay students can experience what it is really like living with an Australian family. You can learn all about their family life and values, interact with people of different ages and share their culture and interests.
- It is ideal for students who are under 18 years of age; you'll have a family to look out for you while you are here.

HOMESTAY PRICES (INCL. GST)	2019
Booking fee*	A\$290
Administration fee*	A\$450
Single	A\$365 per week
Twin share	A\$325 per week
Special dietary requirements fee	A\$70 per week
Airport welcome (student only)*	A\$160
*Mandatory fees	

Note:

- You must book and pay for the first 5 weeks at the time of acceptance.
- Subsequent weekly accommodation fees will be paid directly to the homestay provider.
- All homestay prices are subject to an annual increase.
- The special dietary requirements fee refers to the fee payable when a student requests vegan, vegetarian or halal meals. This fee may also apply to other special meal requests.
- Any refund requests regarding accommodation and welfare fees paid to UTS will be handled in accordance with the Statement of protocol on fees and refunds for international students studying in Australia.
- You may choose to remain in this accommodation arrangement after you turn 18 years of age.

Option 2: Residential accommodation and welfare

UTS Insearch works with the International Student Alliance (ISA) Guardian & Welfare Service to provide guardianship to students under the age of 18. ISA provides a national network of professional carers, to support and mentor students studying in Australia.

UTS Insearch engages residential accommodation services offered by private providers. This accommodation is situated within a short walk to the UTS campus.

Urbanest (opens an external site) is one of Australia's largest providers of student accommodation. UTS has arrangements with two Urbanest locations: Darling Square and Urbanest Darling House. Both are purpose-built, featuring ultra-modern facilities including study areas, collaboration zones and social spaces to connect with friends. Providing all the comforts of home in a safe, community-style setting, Urbanest has everything you need. If it is your first time living away from home, you will enjoy a great student lifestyle experience while you study.

Urbanest Darling Square

Located just a short walk from UTS Insearch, Urbanest Darling Square offers convenience and flexibility. There are plenty of international cafes and restaurants close by. Kitchen facilities are also available for you to cook with other students in your apartment with or on your own.

Room types:

- Twin share room with ensuite in an eight-person apartment
- Single room with ensuite in a five-person apartment
- Large studio with double bed

Urbanest Darling House

Adjoining Darling Square, Urbanest Darling House offers a fully catered option. The team of chefs at The Eatery will freshly prepare breakfast, lunch and dinner. Sourcing the highest quality ingredients and creating a variety of nutritionally-balanced meals that taste delicious are a priority. There are coffee stations, freshly squeezed juices, ice-cream and yoghurt, which you can eat there or take with you.

Room types:

- Twin share room with ensuite
- Single room with ensuite

Both Urbanest Darling Square and Darling House offer:

- Safe and secure with swipe card access and CCTV
- 24/7 dedicated onsite team
- Electricity and water included in your rent
- Study/conference rooms
- iMac computer lab
- Big screen TV and games room
- Secure bike storage
- Intelligently designed apartments that combine style and practicality
- Modern coin-operated laundry
- 24/7 gym
- Rooftop courtyard with BBQ
- uLife, a monthly events calendar and social program to help you get to know Sydney and your fellow Urbanest students

UTS students receive exclusive extras:

- Unlimited internet access
- Free bed linen package
- Free basic kitchenware pack

Students under 18 who have selected to live in residential accommodation must enter into approved welfare arrangements with ISA Guardians & Welfare Services. The UTS Insearch accommodation team will forward your details and communicate with the primary contact on your Urbanest form to request relevant documents to proceed with the application.

**RESIDENTIAL
ACCOMMODATION PRICES (INCL. GST)**

2019

Administration fee*	A\$450
Airport welcome (student only)*	A\$160
Urbanest fees	As per Urbanest contract. Depending on the type of accommodation, the fee can vary from A\$381-A\$633 per week.
ISA Guardian	As per ISA Guardian contract. Approximately: A\$200 admin fee. Depending on the length of the booking the fee can vary from A\$180-A\$300 per month

*Mandatory fees

Note:

- Residential accommodation fees are subject to an annual increase.
- You must enter a one-year contract directly with Urbanest and ISA Guardians. You will be bound by the terms and conditions of these contracts. Relevant to this contract, additional costs may apply and are subject to annual increase.
- Any refund requests regarding the administrative fee and airport welcome fee will be handled in accordance with the Statement of protocol on fees and refunds for international students studying in Australia.
- You may choose to remain in this accommodation arrangement after you turn 18 years of age.

➤ **UTS welfare support**

For all students under 18, regardless of their selected accommodation and welfare arrangements, UTS will:

- as part of Orientation, cover important welfare information such as adjusting to life in Australia, how to seek assistance in emergency situations, how to report incidents, Australian laws etc.; and
- assist students to access other support services where necessary.

Where UTS has issued a CAAW letter for a student, UTS and UTS Insearch will:

- have staff available to meet with students to discuss their welfare and academic progression; and
- maintain regular contact with the accommodation/welfare provider to ensure the student's needs are being met.

Students who have selected to live in residential accommodation (Urbanest) must enter into approved welfare arrangements with ISA Guardians & Welfare Services. The UTS Insearch accommodation team will forward your details and communicate with the primary contact on your Urbanest application form to request relevant documents to proceed with the application.

➤ **How to apply for a CAAW**

1. On the UTS acceptance form (included in the Letter of Offer), indicate that you wish to stay in UTS-approved accommodation and select your preferred accommodation and welfare arrangement. The acceptance form will outline the applicable accommodation and welfare fees, referred to as the Accommodation Levy.
2. The UTS Insearch accommodation team will contact you to make appropriate arrangements and finalise the booking.
3. Sign the acceptance form and ensure that payment of the Accommodation Levy is included with the payment of your tuition fee deposit.
4. Once payment of above fees is received and the acceptance form is signed, the CAAW letter and CoE will be issued and sent to you.

➤ **Student obligations**

Where UTS issues a CAAW to a student, the student must:

- not arrive in Australia prior to the commencement date listed on the CAAW. Arriving prior to this date would be in breach of the student's visa conditions and may result in visa cancellation by the Department of Home Affairs;
- advise UTS of their arrival details in Sydney;
- use UTS-approved airport transfer to travel to their booked accommodation;
- remain in UTS-approved accommodation until they turn 18 years of age;
- update current contact details including those of their parent/legal guardian;
- comply with applicable UTS policies and procedures, as well as any applicable third party policies and procedures;
- attend all appropriate orientation sessions relating to their accommodation and welfare services;
- not change their accommodation and welfare arrangements without approval from UTS and their parent/legal guardian;
- ensure all fees relating to accommodation and welfare services are paid on time;
- comply with curfew requirements; and
- not stay overnight outside their approved accommodation without prior approval.

Where a student does not meet these obligations, UTS will discuss the issue/s with the student. If the student continues to breach these obligations, UTS will advise them that their CAAW letter may be terminated, in which case the student will need to ensure alternate accommodation and welfare arrangements are in place.

Students should refer to the UTS U18 International Student Protocol for more information.

➤ **Important information for students under 18**

Your contact details

You must update your contact details **within seven days of arriving in Australia**. This is a student visa requirement. You must also update your next of kin (parent or legal guardian) contact details.

You will receive instructions on how to update your contact details in your pre-departure information pack.

Orientation

All students under 18 must attend the Essential International Advice session as part of the UTS orientation at the start of each session. These sessions cover important welfare information such as adjusting to life in Australia, how to seek assistance in emergency situations, how to report incidents, Australian laws, etc.

Students residing in UTS-approved accommodation will be provided with an additional orientation session organised by UTS Insearch regarding their accommodation and welfare arrangement.

Temporary absence from approved accommodation

Under the terms of the Confirmation of Appropriate Accommodation and Welfare (CAAW), international students under 18 are required to reside at the address of their approved accommodation at all times and may not stay overnight at any other address without prior approval from UTS.

Requests for absences from approved accommodation will only be considered in the following circumstances (all relevant information, documentation and consent must be provided):

- the student needs to be absent for approved University activities;
- the student is travelling back to their home country; or
- the student is travelling with their parent(s)/approved temporary guardian(s).

Arrival in Australia

Once a CAAW letter is issued, the student must not arrive in Australia before the start date on the CAAW letter. Arriving in Australia without appropriate welfare arrangements is a breach of the student's visa conditions, which may lead to cancellation of their visa by the Department of Home Affairs.

Students must inform the UTS Insearch Accommodation Team of their arrival date and time so that Insearch can arrange approved transport for the student to be met at the airport.

Students are obliged to use UTS Insearch-approved transport from the airport and are **not** permitted to make their own arrangements. Even if they are accompanied by a parent/legal guardian, the student must still use the Insearch-approved transport. The parent/legal guardian must make their own transport arrangements.

Students transferring to UTS

If a student is transferring to UTS from another provider, and requests UTS to issue a CAAW, UTS will ensure there is no gap in welfare arrangements. UTS will liaise with the student's original provider and UTS Insearch to negotiate the transition from the original provider's CAAW to the UTS CAAW.

Students must note that UTS will not issue a CAAW:

- For homestay: no earlier than 7 days prior to course commencement.
- For residential accommodation: no earlier than 14 days prior to course commencement.

Therefore, if a student's original provider does not maintain the CAAW until that period, UTS may not be able to issue a CAAW to cover the gap. In such cases, the student must return home (overseas) or have alternative arrangements in place that are approved by the Department of Home Affairs.

Changes to the CAAW letter

If a student wishes to change their accommodation and welfare arrangements, because they are/will be deferring studies, returning overseas or will be cared for by a parent or nominated relative, they must:

- advise UTS and UTS Insearch of their intention to move out of their approved arrangements; and
- notify UTS and provide evidence of their new arrangements.

Leave of absence and deferral

Where a student is approved for leave of absence, UTS will not maintain the CAAW. The student must return overseas or have a nominated guardian approved by the Department of Home Affairs. A new CAAW will be issued with the dates of the session the student is expected back.

Find out more about [arranging leave of absence](#).

Where a student is offshore and defers their commencement for their first session, UTS will cancel the CAAW along with the CoE and re-issue it with the new dates of the session the student deferred to, if the student will still be under 18 on arrival in Australia.

Where a student is onshore and defers their commencement for their first session, their original provider must either extend their CAAW to cover the gap or the student must return overseas. If

UTS has issued a CAAW in this instance, the CAAW will be cancelled and re-issued with the new dates of the session the student deferred to, if the student will still be under 18 on arrival in Australia.

Find out more about [deferral](#).

Withdrawal of accommodation and welfare provisions

In certain circumstances, UTS has the right to terminate a student's CAAW. This action will only be used as a last resort.

Circumstances under which UTS can no longer approve accommodation, welfare and support include, but are not limited to:

- the student refusing their accommodation or leaving their accommodation without notice, even after UTS has exhausted all possible avenues of assisting the student to maintain appropriate arrangements;
- UTS Insearch, third party provider/s and UTS becoming unable to maintain arrangements (e.g. termination of contract);
- the student's enrolment being suspended or cancelled;
- the student goes missing from their accommodation and cannot be found or contacted, even after UTS and Insearch have implemented their critical incident processes.

Critical incident and emergency situations

UTS has a range of procedures in place for the management of critical incidents. Students must contact UTS Security in the event of any critical incident on campus as the first point of contact (refer to section Important Contacts > Emergency Contacts below).

More information on emergencies and critical incidents can be accessed on the UTS website:

- [Urgent help and emergency response](#)
- [Sexual assault, indecent assault & sexual harassment](#)

Complaints and appeals

Grievances and complaints specific to accommodation and welfare services must be made to the UTS Insearch accommodation team.

All students may submit a complaint and/or appeal directly to UTS by following the [UTS Complaints and Appeals Procedure for International students](#).