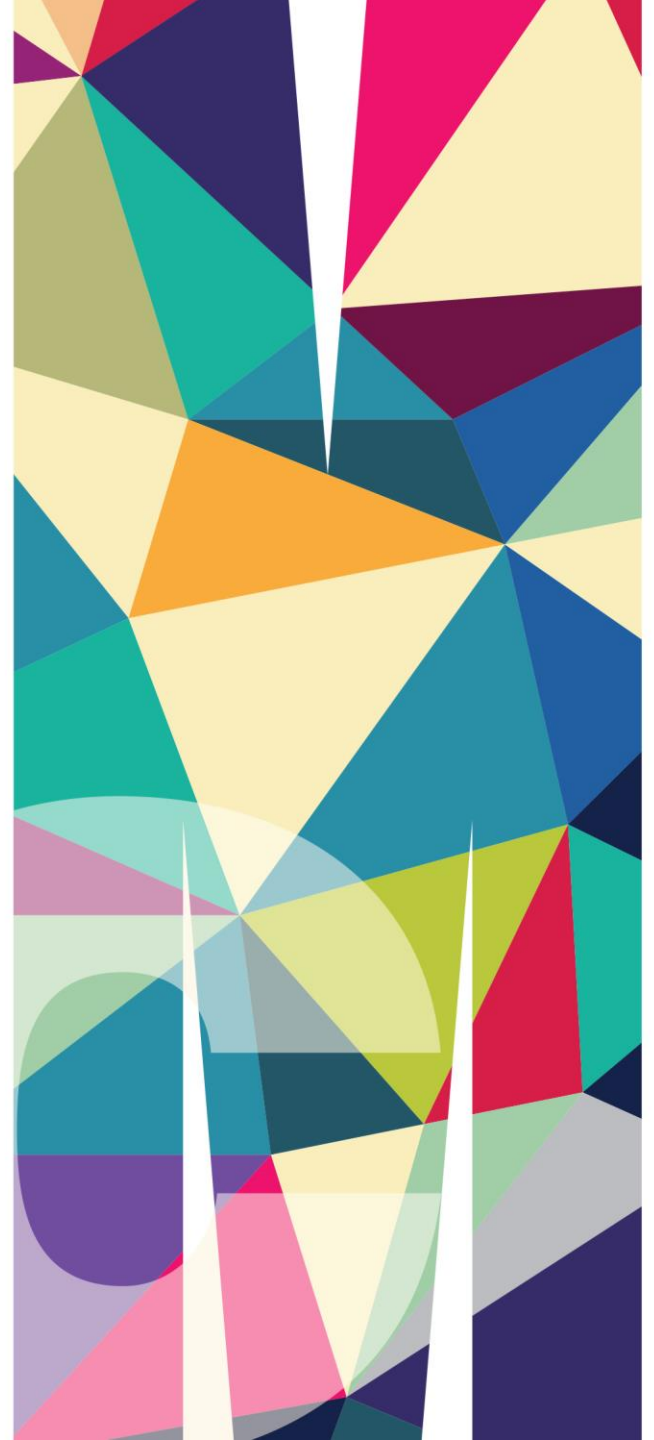




MONASH
College

BRING IT IN-HOUSE! AN UNDER-18 GUARDIANSHIP CASE STUDY

MOLLY BONNEFIN
PATRICK ASHE



SETTING THE SCENE

Substantial increase in under-18 student numbers resulting in pressure points:

- Ensuring we meet our obligations under National Code
- Difficulties in resolving non-critical incidents
- Increased risks: students falling between the cracks; going missing
- Younger students needing an average 15 weeks caregiving
- Students confused over who to contact



HOW TO BRING IT IN-HOUSE?

Strategy

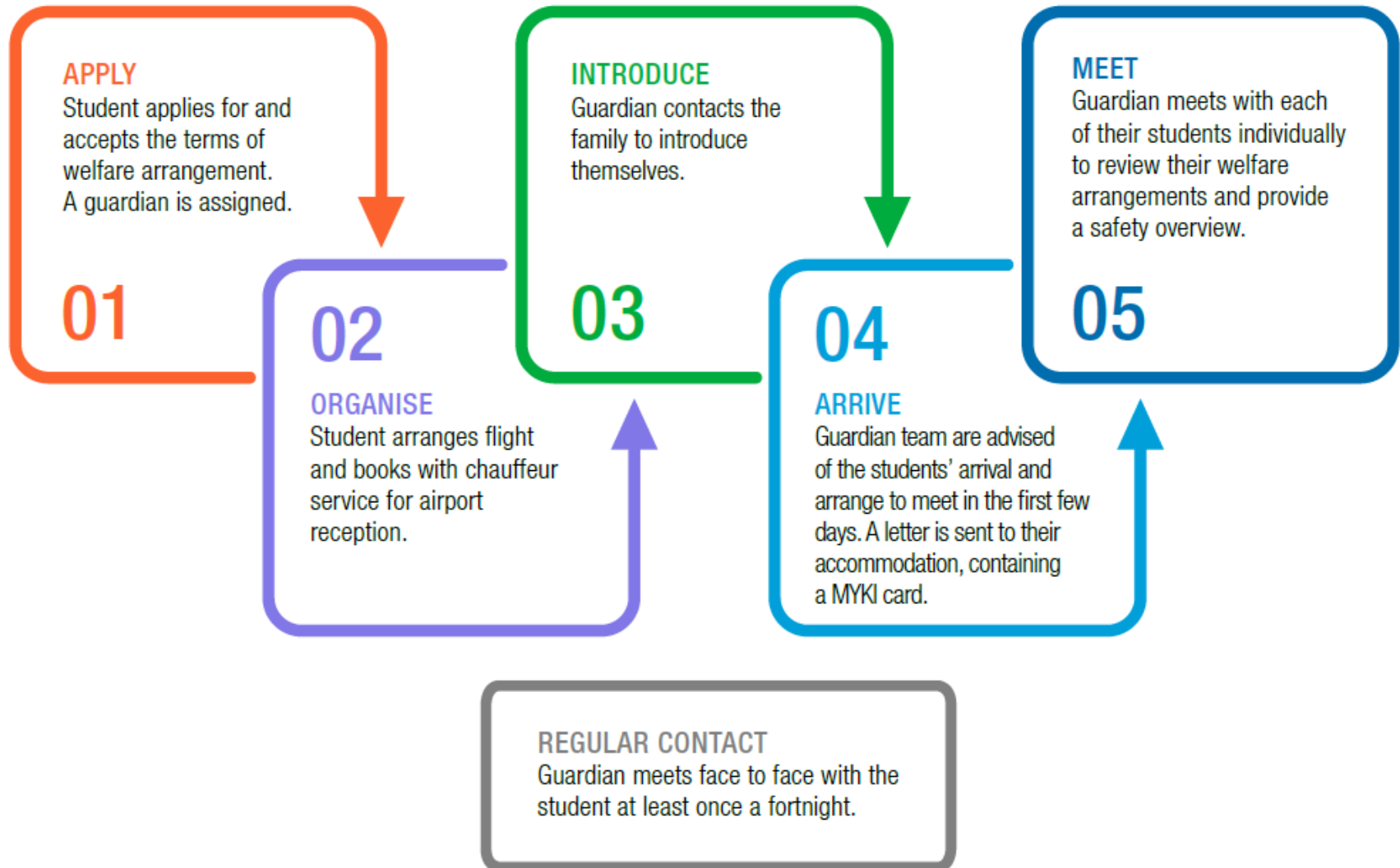
Go-ahead from CEO and senior management to

- Get feedback from stakeholders on efficacy of current arrangement
- Develop a strategy paper addressing benefits, risks, costing and staffing models, timelines, recommendations

Project implementation

- Map processes
- Staffing: map tasks and responsibilities; advertise, appoint
- Communications plan for launch of service: agents, accommodation providers, caregivers
- Liaison, liaison, liaison!
- Evaluation: feedback from students, parents, other stakeholders

STUDENT LIFE PRE AND POST ARRIVAL

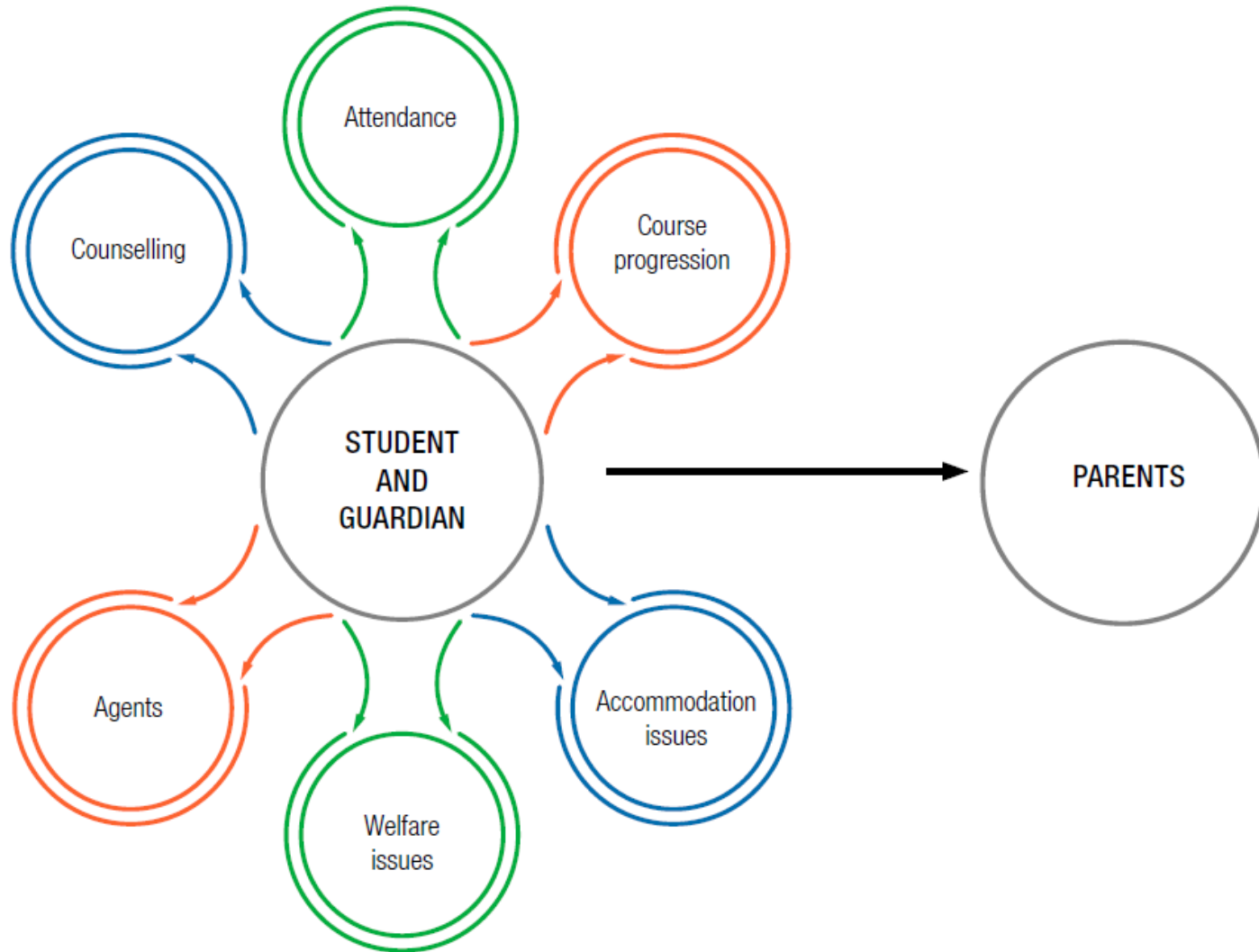


WHAT WE OFFER

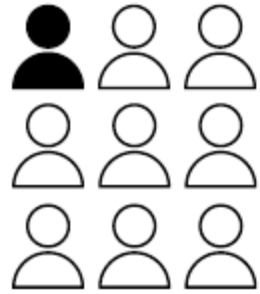
- Streamlined response to critical incidents
- Direct lines of communication with
 - Agents
 - Accommodation providers
 - Business units
 - Counselling department
 - The parents
- On-campus support for the student



GUARDIAN-PARENT-STUDENT RELATIONSHIP



OUR TRANSFORMATION



Staff growth

14
students in 2015

745
students in 2016

715
students in 2017 so far



Total applications

1474

Students turning

18
this year **1002**

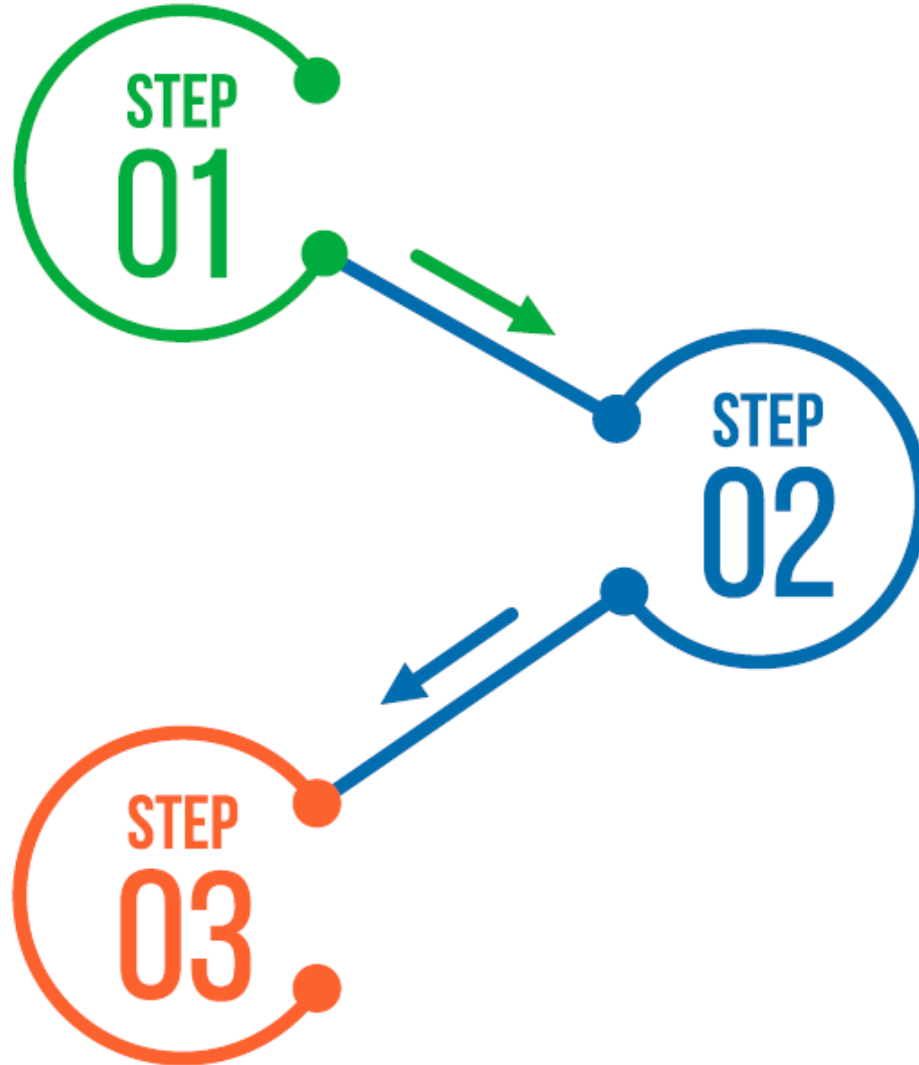
Students average



with the
Guardianship
Service

TURNING 18

Letter to parent
informing them child
has turned 18 and
welfare agreement
no longer in place



Final meeting with
guardian to review
plans and move
forward

Guardian links
parents to student
engagement team



PARENT TESTIMONIALS

“

I was so worried about Kyle, so I wrote to his guardian, Hollie. She was very friendly and attentive. When Kyle arrived in Melbourne, he was so happy to find a Myki card in his room! Hollie gave my son lots of advice and encouragement.

I would certainly recommend the Monash College guardianship service. The guardian takes on the responsibilities of a parent, but is also a reliable and close friend of your child.

THUC ANH, VIETNAM



PARENT TESTIMONIALS

“

As a mother sending her 16-year-old daughter overseas to study, I was very nervous. My fears were relieved as soon as I met Anna. She was very reassuring in addressing my concerns. I really appreciate her meeting with my daughter, Edwina, on a regular basis to check her wellbeing and academic progress. I am really impressed with her dedication, commitment, caring nature and professionalism.

I would recommend the Monash College guardianship service to any parent.

EDNA LIONG, SINGAPORE

