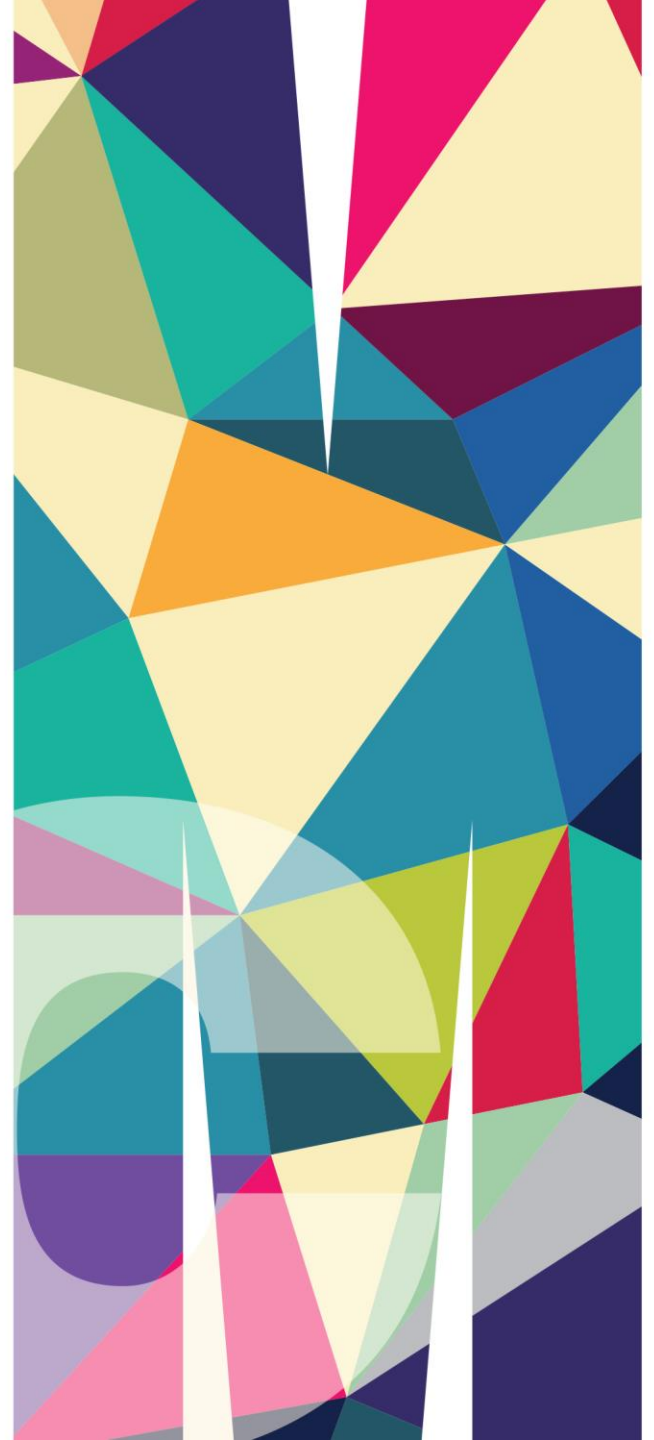




MONASH  
College

# 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
- Students confused over who to contact



# HOW TO BRING IT IN-HOUSE?

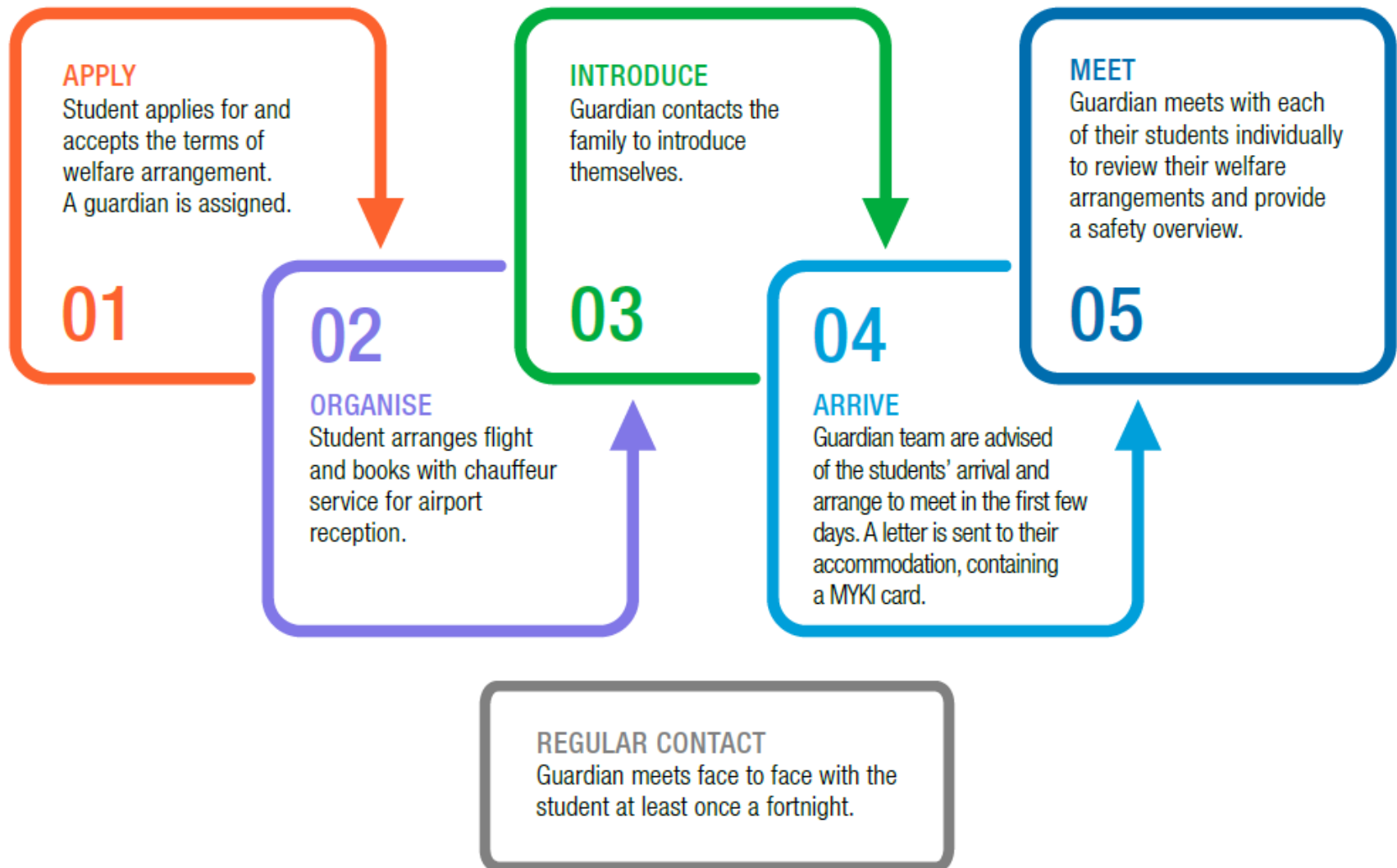
CEO and senior management support for

- Strategy paper addressing benefits of a seamless experience, National Code requirements, 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

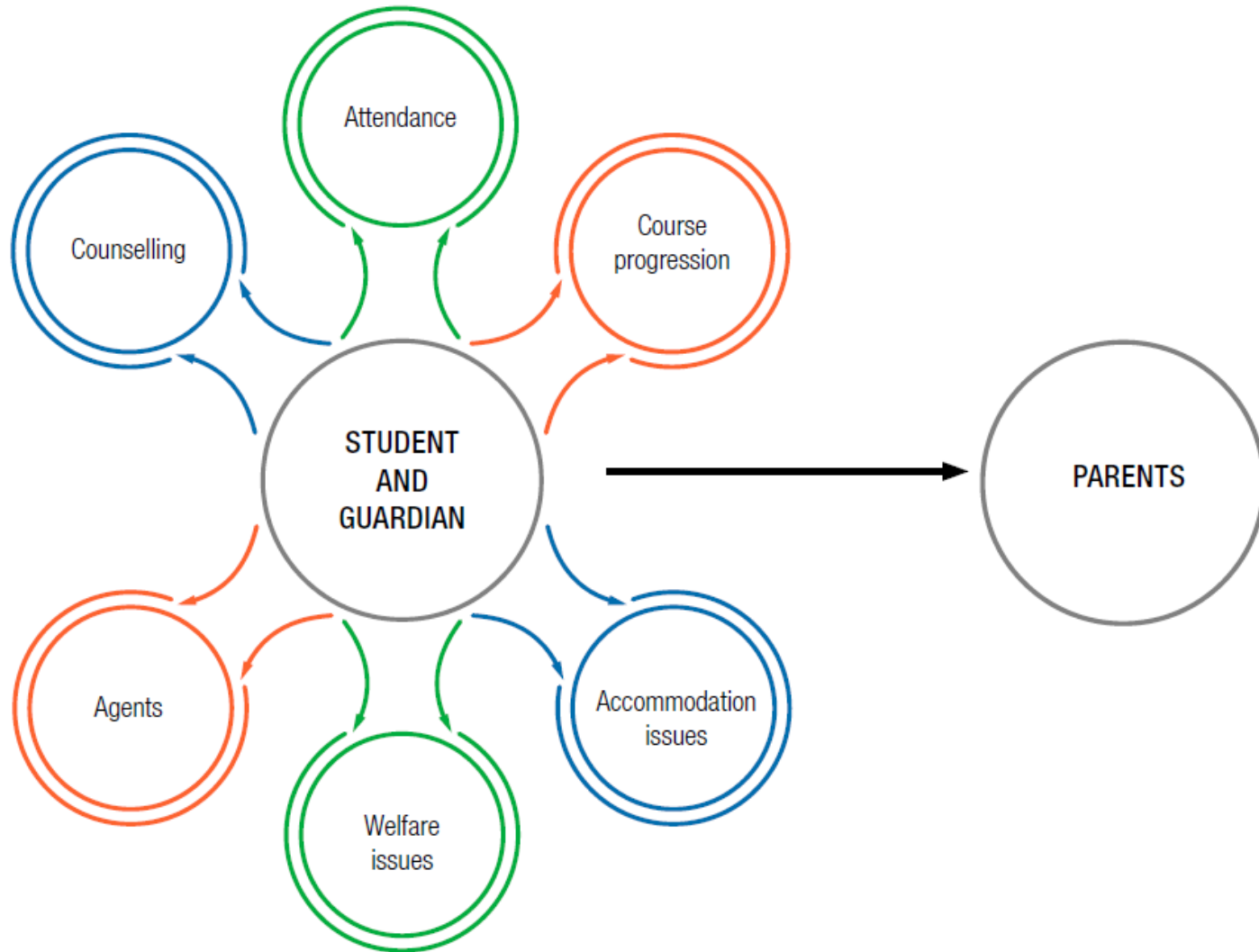


# WHAT WE OFFER

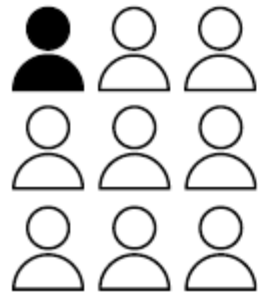
- Streamlined response to critical incidents
- Direct lines of communication with
  - Agents
  - Accommodation providers
  - Business units
  - Counselling department
  - The parents
- On-campus support for the student



# 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



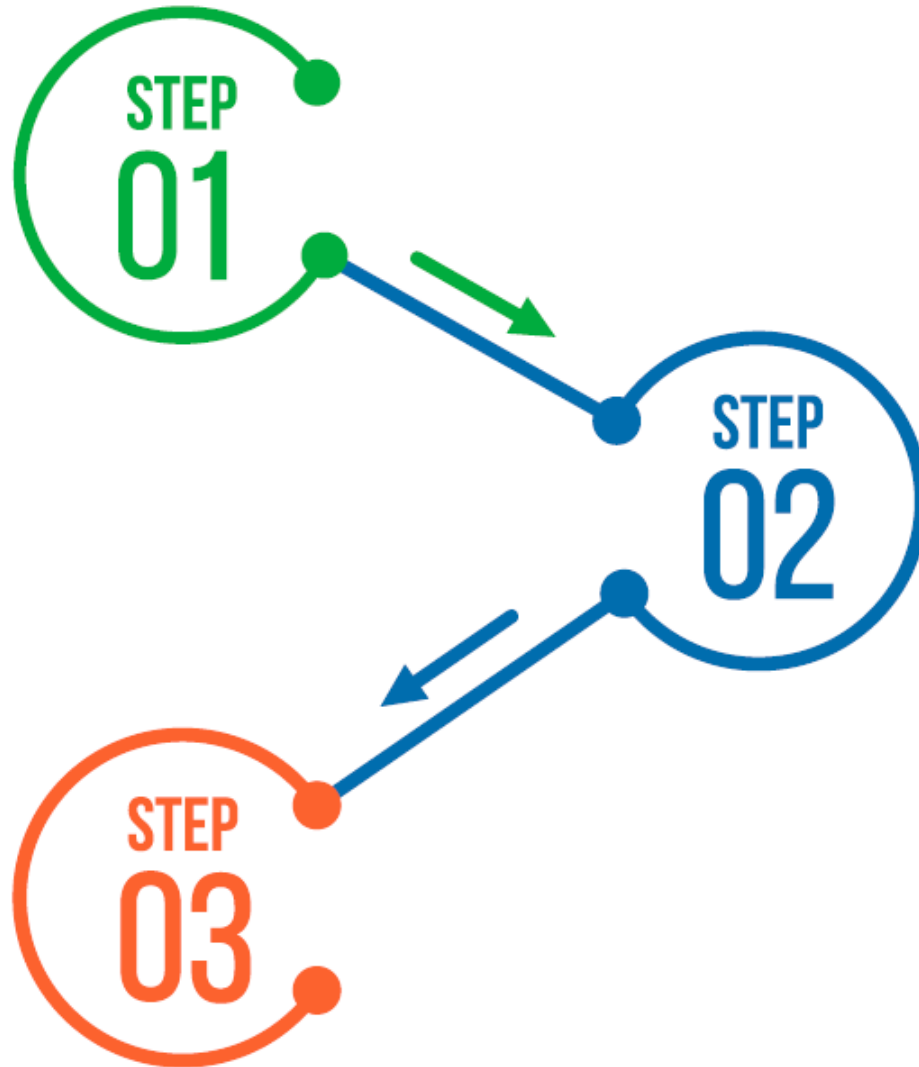
with the  
Guardianship  
Service

# TURNING 18

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

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Final meeting with  
guardian to review  
plans and move  
forward

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Guardian links  
parents to student  
engagement team

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# 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

