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

Problems in my accommodation...
Want to stay with a friend for the weekend...
Need another excuse to avoid curfew...
Struggling with my studies...
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

01 APPLY
Student applies for and accepts the terms of welfare arrangement. A guardian is assigned.

02 ORGANISE
Student arranges flight and books with chauffeur service for airport reception.

03 INTRODUCE
Guardian contacts the family to introduce themselves.

04 ARRIVE
Guardian team are advised of the students’ arrival and arrange to meet in the first few days. A letter is sent to their accommodation, containing a MYKI card.

05 MEET
Guardian meets with each of their students individually to review their welfare arrangements and provide a safety overview.

REGULAR CONTACT
Guardian meets face to face with the student at least once a fortnight.
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

- Attendance
- Course progression
- Counselling
- Agents
- Accommodation issues
- Welfare issues

STUDENT AND GUARDIAN

PARENTS
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: 105 days with the Guardianship Service
TURNING 18

**STEP 01**
Letter to parent informing them child has turned 18 and welfare agreement no longer in place

**STEP 02**
Final meeting with guardian to review plans and move forward

**STEP 03**
Guardian links parents to student engagement team
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
"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