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Important Homestay Guidelines for Students

Welcome to Australia! We hope you will have a rewarding and memorable experience with your host family and that life-long friendship will be made.

The first 48 Hours is very important and will have a lasting impression on you and your host family. We suggest you do these things with your new host family:

- √ Talk to your hosts, show an interest in them and spend time getting to know them.
- √ Call your home and ask your host family for assistance in making the call if you need to.
- √ Try to listen to the family's house rules to avoid any misunderstandings.
- √ Bring a small gift for your host. It is a nice thing to do and can be a topic of conversation if it is something that is from your home country.
- √ Get a mobile phone to make sure you are contactable by your family back home and your host. You can go to www.globalgossipmobile.com/globalexperience to organise this before you arrive so you know your number when you get here and your family and friends can contact you.

Below are list of guidelines that you need to follow during your stay with your homestay.

1. Arrivals and Departures

At the time of booking you need to decide whether you want to be picked up at the airport or make your own way to the host family. Global Experience will make the arrangement for you to be picked up. Your host family will wait for you at their home. They are not the ones to pick you up.

If you are delayed, you will need to ring and let them know. Their details will be on the profile sent to you and/or your agent.

- √ Bring a good attitude with you and smile when you arrive. First impressions are important.
- √ You will either be escorted to your home by our transport provider or make your own way.
- √ You are not supposed to ask your family to pick you up from the airport as this is not part of the arrangement we have with them.

2. Bedroom

- √ Your room will have a bed, wardrobe, desk and chair.
- √ Adequate heating/cooling equipments will also be provided during winter/summer. However you **MUST** make sure that you do not abuse this facility. Remember to switch the lights off before you go to bed and leave the room/house. Please note that electricity bills have increased dramatically this year so please be considerate of your hosts' good nature.
- √ Lights must be switch off before you go to sleep.
- √ You can **NOT** eat in the room; you need to eat in the dinning room are provided. It is unhygienic to

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eat inside the room as it attracts insects such as cockroaches, ants, etc.

3. Meals

If you are having Standard Full Board Homestay:

- √ You will have 7 days of breakfast and dinner plus lunches on the weekend
- √ Breakfast is self serve (toast, cereals, milk and yoghurt).
- √ Lunch is only on the weekend (light meals such as sandwiches)
- √ Dinner is the most important meal of the day. Dinner should offer the following: carbohydrate (bread, rice or pasta), protein (meat, poultry or fish), vegetables and fruits. Evening meals are normally served around 6-7pm.
- √ If your hosts have commitment and they cannot make it to the dinner, they will normally leave the food in the fridge for you.
- √ If you don't come home for dinner, as a courtesy you need to let your host know as soon as possible. The earlier the better as they will be preparing dinner for you otherwise.
- √ Dinner is the best time to get to know your family and share your experience with them. It is your responsibility to come home at the time allocated by your host for dinner if you wish to interact with them.
- √ Do not expect your host to wait until you come home around 8-9pm to have dinner with you.
- √ Do not expect your host to cook for you after 9pm.
- √ If you missed dinner, the host will normally leave the food in the fridge and you can just heat it up in the microwave.
- √ You need to make sure that you wash your dishes after dinner. Remember that in Australia, most households don't have servants, by helping you are showing good will to your host family.

If you are having Half Board Homestay:

- √ You will have the opportunity to cook your own meals and the host will provide the kitchen facilities.
- √ You will have to provide your own ingredients to cook the meals such as oil, salt and paper, etc.
- √ You need to keep the kitchen neat and tidy after use.

4. Transport

- √ Your hosts are responsible for showing you how to get to the college on the first day. They might do this by driving you there or going with you on public transport. Make sure you ask questions about where to catch public transport and where to go if you don't understand. Your hosts will be worried if you get lost and don't come home on time.
- √ All students are responsible to pay for their own transportation.



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5. Key

- √ You will be given a set of keys to enter the house. You need to make sure you look after the keys and return them upon leaving your homestay. If you lose the keys, you need to replace them or pay to have them replaced.
- √ When you enter/leave the house, make sure you lock the door. Although Australia is relatively a safe country it is customary for the doors to be locked.

6. Smoking

- √ Smoking is NOT allowed inside the home at any time. You are liable or responsible for stains or damage caused by your smoking inside. Please smoke outside only.

7. Housekeeping

- √ Your host will provide you with adequate bed linen and towel.
- √ Make sure you change the bed linen once a week for hygienic purpose.
- √ Personal toiletries are your responsibility such as shampoo, soap, etc.
- √ Toilet paper will always be supplied by the hosts.
- √ There should always be sufficient hot water for a bath or shower at least once a day. Shower time is normally around 10 minutes. Please consider others when using the bathroom by keeping it clean, neat and dry after use.
- √ You are responsible to keep your room neat and tidy at all times. The host family will provide you with vacuum cleaner, duster or cleaning supplies so that you can clean your room. Sometimes your host will offer to clean your room but this is not always the case. If you prefer to clean your own room, you just need to let them know.
- √ If you share the bathroom with other students, it is expected that you and the other student(s) to take turns cleaning the bathroom.
- √ Laundry can be done once a week only. Make sure your hosts have taught you how to use it properly. Make sure you understand how to do laundry and ask your host to show you if you don't know how.

8. Courtesy and Supervision

- √ Students are expected to tell the host parent where they are going and what time they will be home. Please give your host your mobile number so that they can contact you anytime.
- √ You need to understand that you are living with another family. Over 18's try to come home at reasonable time (weekdays 10.30pm and weekend 12am). ***Under 18's will have different curfew time*** (please refer page 5, point 14).

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- √ After 10pm during week, please be quiet in the house as your hosts may need to sleep and work the next day. If you have to make phone calls to your home, try to minimize the noise as much as possible.

9. Insurance

- √ You need to make sure that you are fully protected while you are staying in Australia. We recommend you have some form of insurance that will cover your health and belongings. Please check with your Homestay Coordinator at your college for advice.

10. Telephones and Internet

In Australia charges apply for the Internet and phone usage. You will be expected to pay for the services you use and this can be very expensive.

- √ Internet is NOT included as part of your homestay accommodation. Your host will normally charge \$10 per week.
- √ You need to be aware that with \$10/week, you can use it for browsing, emailing and chatting. Downloading movies/music and video conferencing are usually not included.
- √ If you wish to have more freedom with your Internet Access, we advise you set up your own account. We have special deals combining mobile phone, phone card and internet for your convenience. Please check our website <http://www.globalexperience.com.au/additional-services/59-mobile-and-internet.html> or alternatively call us at the office to enquire on 02 9264 4022.
- √ You may receive calls during reasonable hours after 7am weekdays and 9am weekends and before 10pm daily except by prior arrangement with the host family. It's important you check with your host family about using the phone. Most families only have 1 phone number per family and it may be that time the phone needs to be shared with many people.
- √ You may use your telephone to make local calls only and may be charged 40-50¢ per call. Calling mobile phones is normally not permitted except by prior arrangement with the host family.
- √ You are responsible for complying with the arrangements made with your host family.

12. Homestay Changes

- √ Each request is assessed on a case by case basis.
- √ Standard Homestay booking is for 4 weeks unless indicated earlier.
- √ If things do not work out between you and the hosts, you need to give two weeks notice of your intention to leave. Please make sure that you let your host and the college know so that they are aware of what has been happening. Hosts are also required to give you two weeks notice if they cannot host you any longer.



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- √ Please note on those occasions where you choose to leave without giving two weeks notice, two weeks homestay fees still apply unless otherwise agreed.

13. Holiday

- √ If you are going on holiday and expect your host to hold the room for you, there will be a holding fee, approximately \$120-130 per week.

14. If You Are Under 18

- √ IF you are under 16, you must be home by 7.30pm Sunday to Thursday, and by 9pm on Friday and Saturday nights.
- √ IF you are over 16, you must be home by 9pm Sunday to Thursday, and by 10.30pm Friday and Saturday nights.
- √ Staying overnight at any other accommodation is not allowed unless approved in advance by the College or Caregiver.
- √ You must not bring friends into the hosts' home without first gaining permission from the host.
- √ You must not enter premises where alcohol is sold for example bars, nightclubs and casinos.
- √ You must maintain a minimum of 80% attendance at College and make good progress in their studies.

IF you refuse to follow these rules, your Caregiver/Guardian will be notified as well as Global Experience. Your host family is obligated to tell your Guardian, your College and Global Experience. Breaking these rules may put you in breach of your visa and you will be expelled if that's the case.

15. Damage

- √ If you damage anything in the house, you need to let your hosts know and you are responsible to pay for the damage done.

16. Emergency Contact

- √ Our office is open **Monday to Friday** between **10am - 5.30pm**, except during Public Holidays.
- √ We do have emergency numbers if you need to contact us outside those hours on **0430 008 448** or **0416 067 060**.
- √ Worldcare also provides a 24-7 interpreter service for Homestay Hosts and Students with Worldcare OSHC. Please contact **1800 814 781**.