



Global **experience**
feels like home

Important Homestay Guidelines for Students (Department of Education International – DE)

Welcome to Australia! At Global **experience** (Ge), we hope you have a rewarding and memorable experience with your host and that you make life-long friendships.

Your host is excited to meet you!

The first 48 hours with your host is the “first impression”, for both you and your host.

Before and when you arrive:

If possible, contact your host via email or WhatsApp to break the ice. They may contact you as well. You can bring a small gift for your host that represents your home country. It can be a nice topic of conversation. You could bring a keychain, a few postcards, or other small gifts. This will help break the ice when you arrive because it gives you something to talk about with your host.

When you arrive:

You might be nervous to meet your host and their family, but they are your new family while you’re in Australia. Try to talk to them as much as possible when you arrive. Please listen to and follow the house rules to avoid misunderstanding. Provide your Australian mobile number to your host and take theirs, too.

Guidelines and information for your homestay:

1. Arriving in Australia

When you book your homestay with Global **experience**, you will decide if you want to be picked up at the airport or make your own way to your homestay. If you wish to be picked up, Global **experience** will arrange this for you. If you are under 18 years old, airport pick-up is mandatory, either arranged by Global **experience** or your institution.

Your host will wait for you at their home. They are not responsible to pick you up from the airport.

If your flight(s) is delayed, please email or call your host family right away. Their details will be on the profile we sent to you and/or your agent. Please also contact Global **experience** directly or ask your agent to contact us.

1

© Global **experience** 2019





If you booked your airport transfer with Global **experience** and your flight(s) is delayed, you must notify us no less than 24 hours prior to your originally scheduled arrival by calling +61 430 008 448 or email change@globalexperience.com.au.

Remember:

- √ Bring a good attitude and your smile with you when you arrive. First impressions are important.

2. Bedroom

Your bedroom in Australia may be different from your bedroom at home.

Your room will have:

- √ A bed, wardrobe, desk, lamp and chair.
- √ Heating and cooling equipment during winter and summer may be provided. Please ask your host if you may use these items. Please use them moderately and switch these off when you are not using them/before going to bed.

Take care of your bedroom:

- √ Turn off the lights when you go to sleep, when you leave your room or when you leave the house.
- √ Water and electricity (lights, power, etc.) all cost money in Australia. You may come from a city or country where these do not cost money, but please be aware that your host needs to pay for these things in Australia. Please use these resources wisely.
- √ You cannot eat in your bedroom. You need to eat in the dining room or kitchen provided. It is unhygienic to eat inside the room as it attracts insects such as cockroaches, ants, etc.
- √ Avoid using electronic adapters that were *not* purchased in Australia. It is safest to use electronic adapters that you bought in Australia, such as at Coles, Woolworths, or an electronics store.

3. Meals

You will have breakfast, lunch, and dinner every day of the week (school days and weekends). If you want additional snacks, you may purchase these on your own. Ask your host if there is somewhere in the kitchen you can store your snacks. Please do not eat in your bedroom.

It is common in Australia for families to buy large portions of meat, chicken, etc., and freeze or refrigerate it for later use. Your family in your home country may not do this normally, but it is perfectly normal and safe here. The food your host serves is not old if it comes from the freezer or refrigerator.





Breakfast:

- √ "Self-serve", e.g. toast, cereals, milk and yoghurt.

Lunch:

- √ "Light lunch", e.g. sandwiches and fruits.

It is common in Australia to eat food like sandwiches (with meat, cheese and vegetables), leftovers, etc., for lunch. This may be new food for you. It is important to communicate what you like and dislike, while also trying new foods that your host can provide. If you are requesting something besides sandwiches for lunch, your host might be able to provide it. They are not required to provide hot lunch, as standard lunch in Australia is a cold sandwich or something similar. Please talk to your host and see if there is a compromise you can meet.

Dinner:

- √ 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.
- √ Dinner is normally served around 6.30pm - 7.30pm.
- √ As a homestay student, you are expected to eat dinner with your family each night. It is the best time to get to know your host and share your experience with them. Your host family will tell you what time dinner is normally served at their house; it is your responsibility to come home at this time.
- √ If you will be late for dinner, or won't make it home for dinner, you need to let your host know as soon as possible (before 3pm). The earlier the better as they will be preparing dinner for you otherwise.
- √ If you miss dinner, your host will normally leave the food in the fridge. You can just heat it up in the microwave.
- √ If your host has evening commitments and she/he cannot sit with you at dinner, your dinner will be prepared in advance.
- √ Please wash your dishes or load them into the dishwasher after dinner. Remember, most Australian families don't have servants or maids. All members of the family help with chores. By helping, you are showing goodwill to your host family.

4. Transport

You will take public transport while in Australia, such as bus, train, or light rail. Your host will show you how to get to school on your first day. They can either drive you or go with you on public transport.

- √ Use Google Maps or other apps i.e. *Trip View Lite*. Ask questions about where to catch public transport and where to go if you don't understand. Your host will be worried if you get lost and don't come home on time.





- √ In Australia, you will need to “flag down” (wave at) the bus driver to get their attention so they can stop for you. Please ask your host how to do this.
- √ You are responsible for paying for your own transportation. Ask your host family for help to buy a reloadable card you will use each trip. In Sydney, this is called the “Opal” card.
- √ If you have a medical emergency, and your host is unable to provide transport to a doctor or hospital, you are responsible for the costs of any emergency transport.

5. Keys

- √ You will receive a set of keys to enter your new house. Look after these keys and return them at the end of your homestay. If you lose the keys, you need to replace them or pay to have them replaced.
- √ Lock the door when you enter or leave the house.

6. Housekeeping and Cleaning

Your host will provide:

- √ Bed linen, towels and toilet paper.
- √ Enough hot water to shower. Shower time should be around 7-10 minutes (may vary during water restrictions, please listen to the rules from your host accordingly). Australia focuses on using water wisely, as it is a limited resource.
- √ Laundry facilities and laundry soap to do laundry once per week. Ask your host to show you how to use their washer and dryer.
- √ Vacuum and other cleaning supplies for your room and bathroom. You are expected to clean your bedroom every week.

You will provide:

- √ Your own personal toiletries, such as shampoo, soap, etc.

You are responsible to:

- √ Change the bed linen once a week for hygiene purposes.
- √ Consider others when using the bathroom by keeping it clean, neat and dry after use.
- √ Keep your room neat and tidy at all times. Use the provided vacuum cleaner and cleaning supplies to clean your room at least once per week. Your host might 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. *Please do not expect your host to clean your room.* Remember, most families in Australia do not have servants or maids to help clean or cook.
- √ Take turns cleaning the bathroom if you share the bathroom with other guest(s) or students.





7. Courtesy and Supervision

Please remember you are in a new and unfamiliar country. Your host family has invited you into their family to treat you like their own; they want to make sure you are safe at all times.

- √ Please follow all the rules as requested by your host family, including curfew time.
- √ You are expected to tell your host where you are going and what time you will be home.
- √ Please give your host your mobile number so that they can contact you. Make sure you have their number also.
- √ You are living with another family, different from your own. Please respect “quiet hours” in the evening after dinner, as your host needs to sleep before work, just like you need to sleep before school. If you need to make phone calls, try to minimise the noise as much as possible.

8. Curfew and Additional Guidelines for Under 18 Students

- √ **Your curfew time:** 8pm (Sunday to Thursday) and 9pm (Friday and Saturday). This curfew is from the Department of Education (DE). Your host family is responsible for enforcing it. They must report to Ge or your school if you are not following this curfew.
- √ DE students must sleep in their approved and assigned homestay each night, including weekends. If you want to sleep elsewhere, such as at a friend’s or relative’s house, you must get approval from the Department of Education before staying the night.
- √ If you want to bring a friend to your host’s home, you must ask for permission from your host first.
- √ You may not enter premises where alcohol is sold, e.g. bars, nightclubs and casinos.
- √ You may not smoke or drink until you turn 18. It is not permitted under 18.
- √ If you are over 18, you may not smoke or drink in your homestay. Please respect your house rules as requested by your host.
- √ You must maintain a minimum of 80% attendance at school and make good progress in your school studies.

If you refuse to follow these rules Global **experience** will be notified. Your host is obliged to inform Global **experience** and the school. Breaking these rules may put you in breach of your visa and you could be expelled from Australia.

9. In Case of Emergency

Emergency services (police, ambulance, fire) can be reached by calling “000” (triple zero).





10. Internet Access

- √ Your host will provide internet access, normally in the form of Wi-Fi.
- √ If you share Internet access with your host family, please use the Internet for browsing, emailing, schoolwork, and other appropriate activities.
- √ You are strictly forbidden to access inappropriate websites on the Internet, such as adult material, at your homestay.

11. Homestay Changes

- √ The standard homestay booking is for four (4) weeks, unless otherwise indicated. If you are under 18, you are expected to remain in your homestay until you turn 18.
- √ If you wish to extend your homestay, please notify your homestay, Global **experience**, and your school during the third week of your four weeks stay, and a week before any extension thereafter.

Global **experience** has placed you in a unique homestay based on your preferences. However, Ge may not always be able to fulfil each request from you. Please give yourself a few weeks to settle into your homestay. If you are truly unhappy, please contact Ge.

- √ Each request to change a homestay arrangement is assessed on a case-by-case basis.
- √ You may be responsible for paying an additional homestay placement fee.
- √ If things do not work out between you and your host, you need to give two (2) weeks' notice of your intention to leave to both your host and Global **experience**. If you are under 18, you must have valid reasons why you want to change your homestay.
- √ Your host is also required to give you two (2) weeks' notice if she or he cannot host you any longer.
- √ Please note on those occasions where you choose to leave without giving two weeks' notice, two weeks of homestay fees will still apply unless otherwise agreed.

12. Holiday

- √ If you are going on holiday (such as back to your home country during your school holiday), you need to inform three parties: your student coordinator at your school, your host, and Global **experience**. Please email Global **experience** at accounts@globalexperience.com.au regarding your holiday plans.
- √ Your host is expected to hold the room for you while you are on holiday, unless otherwise arranged.
- √ If you are going on holiday for less than 7 days, your normal homestay fee will apply.
- √ If you are going on holiday for more than 7 days, you will pay the "holiday holding fee," approximately 50% of the homestay rate.





Global experience
feels like home

- √ Please be advised, for most students under 18, you are not allowed to travel in Australia (to other cities, etc.) without your parent or homestay host with you. You may not travel with friends or relatives who are not your parents (like your brother, sister, aunt, uncle, cousin, etc.).

13. Damage

- √ If you damage anything in the house, you need to let your host know right away. You are responsible for paying for the cost of the damage done.
- √ Please contact Global **experience** within 24 hours for any incidents and issues.

14. Global **experience** Contact Details

Our office is open from Monday to Friday between 10am - 5.30pm, except during public holidays. Our contact number is +61 2 9264 4022. If you need to contact us outside those hours for any emergency related matter, please contact +61 430 008 448.

Homestay is more than just renting a space in someone's home. In exchange for a memorable experience, please treat your host and their family with kindness and respect.

