

Homestay Family **Information Handbook**



St Aidan's Anglican Girls' School



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A School of the Society of the Sacred Advent

From the Principal



Thank you for offering to be a homestay family for international students enrolled at St. Aidan's Anglican Girls' School. At our school, we take the care and concern of our students very seriously. We aim to work closely with members of the school family, parents, caregivers and homestay families, to ensure that every student at our school enjoys a rich and stimulating school life and achieves her academic and other personal goals.

Homestay families are pivotal in us offering our school to international students. The health and wellbeing of these young women is particularly entrusted to you by their families and by our school. We look forward to a close relationship with you and your family as we work together to provide a wonderful experience of living and being educated in Australia.

I encourage you to truly embrace the opportunity to connect with the young person/ people in your care, to get to know them and their families and to learn about their home country as much as you can.

Thank you for your support and involvement.

Toni Riordan

A handwritten signature in black ink that reads "Toni Riordan". The signature is written in a cursive, flowing style.

Toni Riordan

Principal - St Aidan's Anglican Girls' School
B Ed, M Ed Le, MACEL, MACE, GAICD

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SECTION 1

Homestay for St Aidan's International Students

What is Homestay?

Homestay is a program of complete immersion into the Australian culture and lifestyle, where students are welcomed into the home of a local family whilst studying at St Aidan's.

Australian homes come in a variety of shapes and sizes. Homestay families may live in an apartment, a townhouse or a freestanding house with a garden. Each home is different.

Australian households are also diverse. Some different types of households are two parents with their own children, an older couple whose children have grown up and moved out of the home, a young couple with no children, a single mother, or an extended family where the household also includes other family members such as grandparents.

Australia is a multicultural society and families may come from a range of cultural backgrounds. All Homestay families will speak English in the home, as this is part of the full immersion experience.

How does Homestay work?

St Aidan's has a Homestay program for International students. The school employs an International Homestay Coordinator to oversee this program.

As part of the process of arranging a suitable placement, the requests and profile of both the student and homestay family will be taken into consideration.

When a student enrolment is confirmed, the school will contact you with details. We will then require you to sign and return the homestay agreement.

We encourage communication with your student prior to arrival in Australia. This could include things like:

- Exchanging emails with the student prior to their arrival.
- Exchanging photographs and videos.
- Discussing things such as family routines, what sort of food to expect, questions about life in Australia, hobbies and interests, etc.

How long do International Students stay?

Students come to Australia for varying lengths of time.

Short term visiting students (Study Experience) generally stay for 4-10 weeks (One Term) on a visitor visa. Long term students may stay for one year or longer on mainly a student visa (500) or other accepted visa types.

Some students change homestay families during their time in Australia to maximise the variety of their experience. This is no reflection on the family they have been staying with. Other students stay with the same family for years. There is no definite pattern and what works for one student may not work for another.

What countries do international students come from?

Most commonly, international students come from Asian countries such as China, Japan, Korea, Taiwan, Vietnam and Indonesia. We also have some students who come from European countries such as the UK, Germany and France.

Homestay Parents

Homestay parents assume the role *in loco parentis* (Latin for 'in place of a parent'). *In loco parentis* describes a relationship to the student similar to that of a parent. This means that whilst the student is staying in your home, you assume all aspects of parental care and responsibility for the student. You will act as that student's guardian whilst they are staying in your home however please note that St Aidan's hold legal guardianship.

Hosting more than one student

St Aidan's strive for single placement of students in homestay. This means that our preference is that there are no other international students in your home.

There are occasions and circumstance whereby you may host two international students at the same time. This could be either two St Aidan's International students or one St Aidan's international student and one international student from another local high school.

Three international students in the home is not permitted for our students unless in exceptional circumstances approved by the Dean of Students.

If you do host or plan to host an international student from another school, please advise the International Homestay Coordinator.

Under no circumstance is it permitted to host a student who is 18 years or older, who does not hold a Blue Card, at the same time as a St Aidan's International student.

What if it doesn't work?

Occasionally there is a simple mismatch of a student and homestay family. In this case mediation is the first response, which will be coordinated by the school. If an acceptable solution is not reached a new homestay placement will be found for the student. St Aidan's holds welfare responsibilities for international homestay students and reserve the right to move students without notice.

A change of Homestay can be requested by either party or may be initiated by St Aidan's. This will be negotiated on an individual basis depending on circumstances.

Departing students are expected to leave the bedroom in a clean, neat and respectable condition, removing all their **belongings** and disposing of any unwanted items prior to moving.

Monitoring Visits

Regular monitoring visits will be conducted throughout the school year, two of which are compulsory. Home visits are conducted by two of following staff members; International Homestay Coordinator, Dean of Students and Academic Welfare, Guidance Counsellor or alternatively another member of the Senior Leadership Team.

A report and photos will be taken at the time of the visit and a follow up chat with the student you host.

There may be other additional home visits, some of which may be scheduled with short notice.

International Homestay Coordinator

The role of the International Homestay Coordinator:

- Recruiting and screening potential Homestay families.
- Arranging suitable homestay placements for students.
- Being available to help with any difficulties or adjustment issues either in the home or at school.
- Liaising with other school staff, parents and agencies regarding student's welfare or homestay situations.
- Conducting at least two compulsory homestay family monitoring visits per school year.

If you would like to discuss any matters with the International Homestay Coordinator directly, appointments must be made prior to ensure the International Homestay Coordinator is available and within school to meet you at a convenient time.

The emergency mobile phone is maintained by the school. The number is 0434 208 178. ***Please note this is an emergency number only and will only be answered outside of school hours in urgent situations. If not urgent please call St Aidan's on 07 3373 5999 during school hours.***

SECTION 2

What are Homestay families expected to provide?

The minimum requirements Homestay families are expected to provide include:

Bedroom

A separate bedroom with a single bed (including appropriate linen/blankets), wardrobe, storage and desk. The bedroom must have adequate lighting, heating and cooling/ventilation. The bedroom is recognised as a private area for the student. The student is expected to keep their room clean and tidy.

Student Belongings

Students are reminded to be mindful of the number of belongings they have in their possession.

In urgent or emergency situations, students should be able to pack quickly if required, without the help of a staff member or host.

Study Area

The student must have an appropriate area for schoolwork and study. In many cases this will be a desk and chair in their bedroom. It is also acceptable for the student to have a designated area in another space, such as a desk in the home office or study.

The study space must have adequate lighting, heating and cooling/ventilation. It must be a quiet space where the student can work uninterrupted.

Bathroom

A shared or private bathroom, with adequate time allowed for showers. Toiletry items, such as soap, shampoo/conditioner, sanitary napkins or tampons, toilet paper, toothbrush, toothpaste and towels will be provided by the Homestay family.

Girls should be shown where and how to dispose of sanitary napkins and tampons.

You must inform the student when it would be a convenient time in the day to take a shower and of any water use restrictions. Show them how to use the bathroom facilities as they may be used to splashing water around or squatting toilets.

Use of Common Facilities

The student will expect to share the common facilities in your home with you. This includes such things as living spaces, television, swimming pool and yard.

If you wish for some special items to be off limits to the student, such as musical instruments or personal computers, make sure this is clearly explained. Similarly, explain to your student which areas of the home are private spaces, such as other bedrooms, ensuite bathroom or home office.

Meals

All meals are provided by the Homestay family, including fruit and some snack food. It can be helpful to take your student grocery shopping with you to discuss food options.

Students will be provided with breakfast, lunch, dinner and snacks such as morning and afternoon tea daily.

Breakfast – You can encourage the student to help themselves to breakfast foods such as toast, cereal, fruit, tea, coffee, juice or milk.

Lunch – Homestay families will make, or provide the ingredients for the student to make, a healthy packed lunch during the school week. This could include such things as sandwiches, wraps, rice, noodles and salads. Similar types of food will be available to the student for lunch on the weekend.

If the student decides not to take lunch from home, food may be purchased from the Tuckshop at the student's expense. If the student decides not to eat a meal at home, such as lunch on a weekend, they are responsible for purchasing their own food.

Dinner – This is usually the main meal of the day. If the homestay family decide to eat a meal at a restaurant or another location other than the home, the homestay family is responsible for any expenses incurred. The student does not have to pay for their meal. If the student does not attend this meal, the Homestay family must ensure the student is provided with a suitable meal option at home.

Snacks – Students will have access to snack foods such as fruit, biscuits, cake, yoghurt, etc. for morning and afternoon tea.

Allergies

All medical and allergy information received by the school will be passed onto the homestay family upon placement. The homestay family should ascertain any foods the student does not or cannot eat.

Laundry

The laundering of clothing, linen and towels and ironing of the school uniform is the responsibility of the homestay family. You may ask the student to assist with laundry as part of their contribution to the household. It is the student's responsibility to ensure their washing is placed in the appropriate place so that laundry is done on time.

Telephone

Students are required to carry a mobile phone with enough credit to make phone calls to their homestay family if necessary. If the student would like to use the home phone to ring family overseas, assist them to purchase a pre-paid International Phone Card (usually available from a newsagency or convenience store).

Homestay parents will provide the student with their mobile phone numbers and other contact details.

Internet & Technology Use

As part of their enrolment, St Aidan's students are provided with a laptop (or similar) for home and school use.

Homestay families will provide access to home internet for all school related purposes.

As home internet plans vary greatly, additional internet usage will be negotiated between the homestay family and student. Homestay families should present clear guidelines to the student regarding internet usage, such as time limits and download limits. It can be helpful to put these in writing.

Many overseas students are not aware of Australian laws surrounding things such as piracy and illegal downloading. As part of their orientation to your home, please clearly explain what is and is not acceptable use of the internet. Students are not to participate in any illegal online activities (such as illegal downloading or streaming of movies, games, TV shows and music). It may be helpful to show students how to access content legally through subscription services like Netflix, pay per download services like iTunes or Australian television catch up websites like Ten Play or iView. Students will pay for their own subscriptions and entertainment costs.

Students who are found to be using the homestay family's internet connection for illegal activity will lose the privilege of using the home WIFI service. They must then purchase their own mobile WIFI modem and data plan as internet access is required for schoolwork.

Students may purchase their own mobile WIFI prepaid internet data if they require extra usage the family cannot provide. Even when using their own mobile WIFI data house rules regarding internet usage, such as time limitations and appropriate content, will be observed.

Please closely monitor your student's internet usage, including the content they are accessing. If the student is accessing the internet in their bedroom via computer or mobile device we request that the door be left open with the monitor/screen in full view.

We ask families to enforce technology curfews for the use of devices such as computers, mobile phones, etc. By 10pm on school nights (unless exceptional circumstances) mobile phones, laptops, tablets and other electronic devices must be switched off and removed from student bedrooms for the night. Please show students where their devices must be placed overnight (e.g. kitchen bench). This is to ensure students get an uninterrupted night sleep and are best prepared for learning at school the next day.

Students are informed that this is a school directive that they are expected to comply with.

Access

The student will be provided with keys, passwords and/or alarm codes so they can access the home at any time.

SECTION 3

Assimilation into Family Life

A vital aspect of homestay is that the student experiences everyday life as a participating family member.

It may take time to get to know each other and for the student to feel completely relaxed in your home. This is normal.

Encourage students to speak with you especially if they are having concerns or difficulties, either in the home or at school. Please be proactive in this by regularly asking questions and initiating discussions. Likewise, you should feel comfortable in addressing any concerns with the student.

For serious concerns or ongoing struggles, school staff may be able to assist in facilitating communication.

General Behaviour

Students are required to show respect to the homestay family members and comply with household rules and routines.

Students are to respect and abide by family rules and behaviour expectations. This may include such things as internet/television/mobile phone restrictions, participating in family meal times and activities etc.

Rules

You may find it beneficial to have a “rules” list to clearly outline your house rules and expectations. This could be kept on the bedroom door, fridge or common area which the student can access.

Names

Make sure the student knows how to address members of the family. This includes what to call homestay parents and extended family members they may interact with such as grandparents, aunts/uncles, etc.

Chores

Students will be expected to participate as a member of the family. It is expected that students will help with normal household chores such as doing dishes, light cleaning, helping with laundry etc. Students must keep their own bedroom clean and tidy.

We ask families to assist with enforcing these rules within your home.

Curfews

Students are expected to return home straight from school unless a prior arrangement has been agreed between homestay parent and student.

It is up to the homestay family as to what curfew they wish to set for the student depending on the student's age and level of maturity. The School recommends a curfew of home before dark.

Families may restrict student's social activities if school work is suffering.

We ask families to enforce technology curfews for the use of devices such as computers, mobile phones, etc. By 10pm on school nights (unless exceptional circumstances) mobile phones, laptops, tablets and other electronic devices must be switched off and removed from the students bedrooms for the night. Please show students where their devices must be placed overnight (e.g. kitchen bench). This is to ensure students get an uninterrupted night sleep and are best prepared for learning at school the next day. Students are informed that this is a school directive that they are expected to comply with.

Daily Routines

It is often challenging for international students to come to terms with Australian family routines, particularly our 'early' bedtime. Many of them come from large cities where shops and restaurants are open until 2am and everyone goes to bed much later than we do.

We suggest a bedtime of around 9-10pm on school nights is appropriate.

We insist that laptop computers, mobile phones and other portable electronic devices are not left in the student's bedroom overnight. Show your student where to place them before bed (e.g. on the kitchen bench, in the study, etc.)

SECTION 4

School Requirements

Welfare

Homestay students will have been issued a Confirmation of Appropriate Accommodation & Welfare certificate (CAAW) during the enrolment process, whereby the Principal of St Aidan's Anglican Girls School holds legal guardian responsibilities whilst the student is in Australia without their parent(s).

As per conditions of enrolment, in the event of a significant or critical welfare issue with the child, if determined necessary by the school, requires that a parent, legal guardian or approved relative will travel onshore within 5 days to assume care of the child until the situation has been resolved to the school's satisfaction.

Throughout the school year there may be occasions whereby students are required to obtain parental permission and signatures as authorisation. Examples include School Camp Permission, Immunisations Authorisation, Medical/Dietary Forms, Photography Permission. The students' parents are to give their approval and signature as authorisation. This is not the responsibility of the homestay family.

During the term, prior to school holidays starting, we issue a School Holiday Intention Form which outlines the homestay students school holiday plans. St Aidan's retains full responsibility for welfare of homestay students throughout the school holiday period. The responsibility for the approval of plans remain with St Aidan's regardless of any verbal or written permissions given by the overseas parent.

Commonly, homestay students may request school holiday time to be spent with an alternative relative (other than parents). The following list of relatives are considered appropriate carers, as defined by The Education Services for Overseas Students Act 2000:

- Brother or sister
- Step brother or sister
- Step Parent
- Grandparent
- Step grandparent
- Aunt or Uncle
- Step Aunt or Uncle
- Niece or Nephew
- Step Niece or Nephew

Please note 'Cousins' are not listed.

We must receive the following about the above relatives as evidence.

- Evidence that the individual is biologically related. We require written confirmation from the biological parent that the person meets the criteria of "relative" as outlined above.
- Evidence that the individual is 21 years old or older.
- Receive colour copies of their ID such as a driving licence.
- Contact details including address, mobile number and email.
- Importantly, any person residing in the house, aged 18 years or older, who is not a family member (per the list above) will be required to hold a Blue Card (or other Working with Children Clearance if residence is not in Queensland) if the arrangement is for more than 10 days and/or occurs more than twice in a calendar year.

Homestay students may also request school holiday time to be spent with a friend. If the friend is another St Aidan's homestay student who is already living with an approved St Aidan's Homestay family, no further checks are required.

However, if your daughter requests to spend time with a friend who is not a student or student residing with a St Aidan's homestay family, the friend must be 21 years old or older, will be required to hold a valid Blue Card (or other Working with Children Clearance if residence is not in Queensland) and will be required to complete the St Aidan's online Volunteer Register. Additionally, any person residing in the house, aged 18 years or older, who is not a family member (per the list above) will be required to hold a Blue Card (or other Working with Children Clearance if residence is not in Queensland) and will be required to complete the St Aidan's online Volunteer Register.

If the friend is a student at St Aidan's, the friend's parents will be required to accept responsibility for the student while in their care and will be required to hold a valid Blue Card (or other Working with Children Clearance if residence is not in Queensland) and will be required to complete the St Aidan's online Volunteer Register.

The final decision regarding holiday plans remain with St Aidan's. The biological parents will be informed of our decision following all checks.

Please note, a Blue Card Application can take at least 28 business days to be processed as the check includes a national criminal history check and a comprehensive assessment of a person's eligibility to work with children or provide accommodation for children.

Attendance

Student visas carry attendance requirements. Students MUST attend school no less than 80% per semester (two consecutive terms). Lateness is also factored into this calculation. As a host, you are responsible to encourage the prompt arrival of the students to school and ensure attendance obligations are met. Please regularly chat with your student and check that they are arriving at school on time.

Homestay families are responsible for ensuring the student attends school every day unless unwell or an emergency situation occurs. Even in this case, time away from school is still recorded. Students will need to present a doctor's certificate if sick for more than two consecutive days.

If a student is too unwell to attend school, the Homestay parent must inform the school prior to the commencement of the school day. Please do this by either ringing the school absentee line on 3373 5978 or alternating contacting the Homestay Coordinator via email.

Truancy and unjustified absences will be dealt with according to school policy.

If a host family holiday is scheduled during the school term, please inform the school at least one month in advance so alternate accommodation arrangements can be made. Students are not to attend homestay family holidays if scheduled during school term.

Students may not travel back to their home country during school terms. The only exception to this is an emergency situation, such as a death or grave illness in the student's family. In this case please contact the school prior to the student making any travel arrangements.

Homestay families may, on occasion, need to collect students from school if they fall ill or have an accident requiring medical attention during the school day.

If necessary, the student may attend medical or dental appointments during the school day. It is the homestay family's responsibility to transport students to and from such appointments.

It is also unacceptable for students to have a day(s) off school in order to pack prior to school holidays starting.

Emergencies

In the case of an emergency whereby a student requires medical assistance, it is expected that host families make arrangements to assist with waiting at hospital until the student is discharged. Support and regular contact will be provided from the International Homestay Coordinator. You may also be asked to help organise follow up appointments for the student.

Homework

The homestay family will ensure the student has adequate time and space (as per the schools stated homework guidelines) to complete all homework.

Students may occasionally require assistance with homework.

Teachers may contact homestay families if there are issues concerning things such as non-completion of homework and assignments, etc.

Student visas carry academic requirements. Students MUST obtain no lower than a C- in all assessments, across all subjects.

School Uniform

Homestay families will ensure the student wears the correct uniform and presentation is neat, clean and ironed. The student will bear the cost of purchasing all required school uniform items and footwear.

Transport

Homestay families will ensure the student has transport to and from school at the required times. This may be by public transport, the St Aidan's school bus or private vehicle. The student will pay for their own public transport costs.

Students will not travel alone on public transport after dark.

Homestay families are responsible for transporting students to and from additional school activities, such as evening events or sport. It is acceptable to arrange a carpool with another St Aidan's parent whose child is attending the same activity.

It is expected that Homestay families collect returning students from the airport upon their return to Brisbane after the school holidays. If you are unable to assist with your students pick up on any occasion, please inform the International Homestay Coordinator as soon as possible, preferably with the Holiday Intention Forms and no later than two weeks before the students return.

Homestay families will not charge the student extra for transport.

School Interviews & Events

Homestay parents are expected to attend things such as occasional interviews with school staff regarding the student's welfare, academic progress, attendance or subject selection. Homestay parents are encouraged to attend special events with the student, such as awards ceremonies, graduation, performances, etc.

Extra-Curricular Activities

St Aidan's students have a wonderful opportunity to participate in a wide variety of extra activities, such as sport, music, drama, clubs and special events. Participation in extra-curricular activities is encouraged and a great way for students to make friends and integrate into the school community.

Changes in Circumstances

Homestay families must contact the school immediately if there is any change in family circumstances or details. This includes things such as:

- Family separation or relationship breakdown.
- A new partner or other person joining the household.
- Birth or death of a family member.
- Moving house.
- Change of phone number, email, etc.
- Any members of your home turn 18 years old.
- If you are suddenly unable to maintain your duties as a host whereby alternative living arrangements may have to be urgently arranged. Students cannot be left without an authorised supervising adult overnight.

Social Media and Photos

We encourage students to be a part of your family. There may be times when whereby you wish to take photographs of the student during their stay with you. We ask that you ask for the student's permission before taking photographs.

We also appreciate that you may like to share photographs taken on social media. We ask that you ensure your social media account is set to Private and that the student and St Aidan's are not tagged or identifiable in the photo. EG/ For their own privacy the student should not be in school uniform. Please do not post images onto social media with the students consent.

Outside School Hours Expectations

General Supervision

Homestay families must be prepared to arrange suitable free time activities for their student if required.

Homestay families must ensure that the student is adequately supervised in their free time.

If a homestay family is comfortable with a student's level of maturity, they may be left at home on their own for periods during the day. The student will not be left alone overnight.

The student will not be left in the home without the company of family members for long periods of time. It is generally expected that a homestay parent (or supervising adult) will be at home at least 4 evenings per week.

Family Outings

The aim of Homestay is for students to experience life as part of an Australian family. Where possible, please include your student in family outings and special events.

Sleepovers

International students may ask if they are able to have a sleepover at another person's home. Sleepovers must be approved by the International Homestay Coordinator each time and are only permitted if arranged with a confirmed residence of another International Student, St Aidan's family or an authorised biological family member.

Many students may call close family friends, "Aunt or Uncle" however they are not biologically related to the student.

As the host, you must obtain and know all details including name, address, and contact number of the place where the sleepover will take place as well as the time frame of the sleepover. Where possible you should meet the "friend" or "family member" at the start of the arrangement.

All information must be given to the International Homestay Coordinator via email, no less than three days prior to the date of the sleepover. The school may decline any request submitted after this time.

Student Employment Regulations

Student visas carry employment regulations. Students may decide they want to obtain a part time job. Please note that students are only able to work a maximum of 40 hours every fortnight.

Birthdays & Special Events

Please familiarise yourself with your student's birthday and any significant cultural or religious events they may wish to observe or celebrate.

Social Outings

The student may wish to participate in weekend activities with friends, such as movies, shopping, visiting the city, etc. It is expected that they will ask permission from homestay parents to attend such activities prior to attending. The student will provide the homestay family with details such as where they are going, who they will be with, transport arrangements and expected return time.

Drugs and Weapons

In Australia the use, supply or possession of illicit drugs is a criminal offense and illegal. Under no circumstance is the use, supply or possession of illicit drugs tolerated whilst enrolled at St Aidan's.

It is also prohibited for students to possess offensive weapons (including martial arts items or knives) whilst enrolled, and under the care and welfare of St Aidan's.

Alcohol & Smoking

In Australia, it is illegal to consume alcohol or smoke cigarettes if you are under 18.

Students under 18 years old must not consume alcohol or smoke cigarettes whilst under a care and welfare arrangement provided by the school.

International Students who are 18 years or older may, with prior written parental consent submitted to the International Homestay Coordinator, and under the supervision and discretion of the homestay family, have an alcoholic drink. Under no circumstance should a student be permitted to consume excessive amounts of alcohol.

Drinking alcohol at bars and clubs, regardless of age or the time of day or night, is NOT permitted.

Drinking alcohol during school hours, whilst at school events or whilst wearing St Aidan's uniform is NOT permitted.

Please be aware that the Date of Birth noted on a student's passport is what we use to determine whether a student is 18 years old or older. Other dates used for cultural or religious reasons that may be used to identify the student's age will not be accepted.

Transport

In general, the homestay family will assist the student with transport to weekend activities, such as shopping or movies with friends. This may be by public transport or private vehicle. The student will bear the cost of public transport.

Students are not to travel alone on public transport after dark.

Any individuals who are a "Learner Driver" and do not hold a valid Driving Licence are not permitted to transport or drive international students, even when under supervision.

Any approved member of the homestay family, who has recently passed their driving test, holds a valid Driving Licence and are able to legally drive under the “P” Plate restrictions are able to transport International Students only when the International Homestay Coordinator has received written permission from the student’s parent. The written permission must include the name of the driver(s) the student is being given permission to travel with.

School Holidays

At least 4 weeks before each holiday break, International Students are required to complete an International Student School Holiday Intention Form and submit it to the school.

Any form of travel must be approved by the school.

Students may go with their homestay family on vacation during school holidays if they are not returning home.

If your family are going on vacation, we will make alternate temporary homestay arrangements for the student you host.

New Year celebrations, birthdays and any other cultural calendar or family event the student may celebrate in their home country are not considered compassionate or compelling reasons for absence from school and will be included in their absentee calculations as part of your visa requirements.

Flights and Airport Transfers

The International Homestay Coordinator will meet the student at Brisbane Airport on their initial arrival into Australia. The Homestay family may be required to meet the staff member to the airport or assist with the initial pick up if requested.

Further airport pick-ups and drop offs (EG/ If the student is returning home for the school holidays) will be the responsibility of the Homestay family. Students need to consult with Homestay families prior to booking flights, to ensure departure and arrival times are convenient. In general students will be expected to book flights that depart or arrive on weekends or out of work hours and homestay families are expected to assist with airport pick ups and drop off, regardless of how long a student has lived with you.

Missing Students

Airports can be hectic places where unforeseen circumstances arise. Once a student’s known flight has landed it could take a couple of hours for students to clear Customs and Immigration, tackle the crowds, work out where to go, and to collect their luggage.

In the event, that the student you host is NOT able to be located or contacted within THREE hours of their expected arrival, please contact the International Student Coordinator on the emergency mobile without any further delay.

There could be several reasons why the student has not been located but our priority is ensuring the safety of our homestay students and knowing their whereabouts. This is also why we ask that students, regardless of how long they have lived with you, are personally picked up and dropped to the airport each time.

At any other time throughout term, where you believe a student to be missing, please contact the International Homestay Coordinator immediately on the emergency mobile.

International Student Driving Lessons

Students who are of legal age to begin driving lessons here in Australia, may ask for your assistance with additional driving lessons. We strongly recommend that you decline this request and refrain from using your own private vehicle. Students if they wish, can arrange driving lessons via qualified driving school.

For your reference the St Aidan's driving policy for students is as follows;

Intending student drivers must apply to gain permission to drive to school. Application forms are available from Student Services. Completed forms (including a photocopy of Driver's Licence) must be returned to the Principal for signing.

The following rules apply to students who have been granted permission to drive:

- All students who have been given permission to drive must carry their authorisation from the Principal with them at all times so they can produce it on request.
- For each passenger carried in the student vehicle, written permission from the passenger's Parent/Guardian must be provided.
- Parking should be in Kathleen Street and the northern end of Harrowby Street, away from areas used by staff. (Ruthven Street is strictly out of bounds).
- Student cars are out of bounds throughout the day from the time students arrive at school until departure time (cars are not to be used as a storage place).
- Traffic rules must be adhered to at all times.
- Breaches of traffic rules which come to the attention of the School may well be communicated to the Police.

If these requirements are not met, or if student driving is considered dangerous for other reasons, the permission for the student to drive to and from School may be withdrawn.

SECTION 6

What Happens First Matters

Students may feel daunted and overwhelmed when they arrive. For many it will be their first trip to Australia. Adjusting to culture and lifestyle changes may take time.

Be aware that on arrival the student may be jet-lagged.

During the first week, the following should be attended to (or at the very minimum discussed with the student with a firm plan made of when it will be attended to).

Banking & Money

If they do not already have one, please assist your student to open an Australian Bank Account immediately. Show them how to access their money via ATM cash withdrawals, EFTPOS in stores, etc.

Show them the variety of coins and notes we use here in Australia and explain how purchases are generally made here. Many students come from countries where negotiating prices with store owners is normal. It is important to explain that in Australian stores prices are marked on or near the item and are non-negotiable.

Students may arrive with large amounts of cash. If it is not possible to open a bank account within 24 hours the cash may be stored temporarily in the school safe until a bank account is opened. Explain to the student that Australians generally do not need to carry large quantities of cash around as we have reliable access to ATM's at all times.

Homestay parents are not to be signatories on student bank accounts. If there are difficulties with the student opening an account independently please contact the International Homestay Coordinator.

Most banks will not allow students under the age of 16 to open an account without a parent or guardian as signatory. The exception to this is the ANZ bank, which will allow students to open an account if they can accurately replicate the signature on their passport. If a Homestay student under the age of 16 needs to open a bank account please arrange this through the ANZ bank. ANZ bank branches are located at Sherwood, Indooroopilly, Toowong, Kenmore and Mt Ommaney.

Mobile Phone

Assist the student to purchase a mobile phone and/or Australian SIM card. Students must provide the school and homestay families with their mobile phone number. The student is responsible for mobile phone costs.

Emergency Services

Explain how to contact emergency services (Police, Fire and Ambulance) via 000. Ensure the student understands what an emergency is and when it is appropriate to contact 000.

Explain to the student that if they are unwell you can make them an appointment to see a local doctor or take them to the hospital for more serious concerns.

Ensure the student knows how to get hold of host family members or the school in an emergency.

Transport

The student is responsible for all costs associated with the use of public transport.

Familiarise the student with local public transport options (usually train and/or bus services). Assist them with obtaining a Go Card.

If the student will be using public transport to get to and from school, ensure they know the process and route. If possible, travel with them on their first trip. Students are not to travel alone on public transport after dark.

For evening or extra-curricular school related activities the homestay family will provide transport if public transport within daylight hours is not practical or available.

Homestay families cannot charge students extra to transport them in their own vehicle.

Clothing and School Uniform

The student must provide all their own clothing and footwear. Ensure the student has appropriate clothing (including underwear) for the season/climate. Take them shopping if they require extra items. This is at the student's expense.

Prior to commencing at school, ensure the student has a full uniform as per the school's requirements. You may need to take your student shopping to purchase complying school and sports shoes.

Communication

Students will all have conversational English to some degree. Levels will vary. Please be sensitive to this, speak clearly and use simple language where possible.

Many students read English better than they speak it. For this reason, it may be helpful to provide students with written copies of things such as house rules, family routines, to ensure they clearly understand. Placing these rules in a visible location such as the fridge may be beneficial.

SECTION 7

Finances, Insurance & Legal Requirements

Homestay Payments

Homestay families act as a 'volunteer' (not an 'employee'), according to the Qld Commission for Children, Young People and Guardian. The homestay payment is to cover the cost of providing care, accommodation and meals.

Homestay situations do change from time to time and homestay payments cannot be regarded as guaranteed income. Families are encouraged not to structure their lifestyle around reliance on homestay payments. The homestay payment is to cover the board, general care and living costs of the student.

Homestay families are paid by the school in regular disbursements as follows;

- Term: Weeks 1-5.
- Term: Weeks 6 –9 or 10 (Term is either 9 weeks or 10 weeks).
- Holiday: As one payment to cover all weeks of holiday that the student is in homestay.

The payment week starts on a Monday and ends on a Sunday.

Payments are dispersed on the Wednesday of each payment run.

No monies should change hands directly between the student and the homestay family, unless for such things as additional payments for home phone usage or internet data that has been incurred by the family. In these cases, the payment must be approved by the school prior to money changing hands.

We appreciate that homestay and student circumstances can change at any given time with limited warning and a student may need to suddenly move out. The International Homestay Coordinator will be in touch to organise and confirm any amount that the host may be required to refund back to St Aidan's. This payment must be refunded back to St Aidan's within 3 business days.

2019 Homestay payment rates are:

- \$300 per week per student (school terms)
- \$325 per week per student (school holidays) – Pro-rated where required.

Holiday Periods

For students returning home for the longer Christmas break there will be a one-off payment of \$250 for storage of possessions during the holidays when the student is due to return to you in the next school year. Most students return home for the duration of the Christmas holidays.

For the Easter, July and September school breaks where the student remains in homestay, payment will be received depending on the number of days the student is in homestay.

No payment will be made to homestay families when the student returns to their home country. It is considered a good will gesture to allow students to keep their belongings in the bedroom which they are using.

Homestay Insurance

It is the responsibility of all St Aidan's approved Homestay Families, to ensure your home and contents are insured appropriately and that it covers damage caused by, or injuries to, boarders living in your home including homestay students.

Host Liability Insurance covers you where your Home & Contents policy may not. Contact your insurer to confirm if your Home & Contents policy provides coverage for:

Liability - Protection for you to a minimum of \$10, 000, 000 should you become legally liable to pay because of a claim or legal proceeding against you by your homestay student for personal injury or property damage;

- **Contents and building damage:** Cover for damage to your home or its contents for damage caused by your homestay student;
- **Accidental death:** During the time of your student's stay with you;
- **Wallet:** If your wallet is lost or stolen, coverage for replacing your wallet and the cost to replace personal papers and credit cards and any associated fees;
- **Fraudulent charges:** Coverage for your credit cards if they are lost or are stolen by the Student and are used to make unauthorised charges, the policy should reimburse the unauthorised charges that you are responsible for on your lost or stolen credit card up to 12 hours prior to your first reporting the event to your card issuer.
- **Key and Lock replacement:** If your Homestay Student loses your keys, the cost to cut duplicate keys is covered. The policy should also cover you for the cost of replacing your locks should your house be broken in to. The coverage should also extend to car keys and locks.
- **Identity theft:** If your identity is compromised, the policy should reimburse you for expenses related to resolving an identity theft such as legal expenses and lost wages for time off from work.

Some insurance companies will not cover a homestay student as they are paying money to live in your home. All homestay families should check the details of your cover with your insurance company. Should your insurance company not cover Homestay, we have found these two companies who may be able to assist your further and provide the required cover.

- AIG Australia (Homestay Host Insurance Plus) – <http://www.homestayhostinsuranceplus.com/>
- RSM Group - <http://www.rsmgroup.com.au/forms>

The information above is provided purely for informational purposes. We strongly advise that you seek independent advice and understand all documentation from your preferred Insurer or Insurance broker in relation to any financial product or service. St Aidan's does not endorse or recommend any financial product.

Proof of insurance must be provided to the school before a student can be placed in your home. The details must show:

- Insurance Company Name
- Policy date and expiry
- Proof that 'homestay' is included on your policy.
- The amount of liability protection (minimum \$10,000,000)

You may be asked for the Host Provider Group Code. For St Aidan's this is;

“QLD11 - Qld Educational Provider”

NB: Please send renewed policies to the International Homestay Coordinator

Breakages and Damage

It is realised that from time to time, things get broken or damaged. The following guidelines apply:

- a) If the breakage is accidental or innocent, or occurs within the daily wear and tear of normal life (e.g. the vacuum cleaner dies whilst the student is vacuuming) the homestay family will cover the cost of replacement or repair. Your insurance policy may cover some costs.
- b) If the breakage or damage is accidental, but there was mischief, disobedience or carelessness, the student will bear the cost of the replacement or repair.
- c) If the breakage or damage was deliberate, the student will bear the cost of the replacement or repair.

In the case of b) or c) the following action should be taken.

- Immediately Report damage in writing (email is fine) to the International Homestay Coordinator along with a description of the damage and photos as supporting evidence.
- The student's family will be informed.
- Obtain at least two QUOTES for repair from a reputable and licenced company. Please note that quotes must be a formal quote with the company logo, ABN, contact details etc. We cannot pursue reimbursement without a written quote.
- Upon receiving the quote, contact will be made with the student's family to seek reimbursement for the damages to seek approval from students' parents to proceed.
- St Aidan's may not be able to receive funds for any cost of any repairs if without prior approval from a quote.

Similarly, the following guidelines apply if a student's personal possessions (e.g. computer) are broken or damaged by a member of the homestay family.

- a) If the breakage is accidental or innocent, or occurs within the daily wear and tear of normal life (e.g. a computer virus) the student will cover the cost of replacement or repair. Your insurance policy may cover some costs.
- b) If the breakage or damage is accidental, but there was mischief, disobedience or carelessness, the homestay family will bear the cost of the replacement or repair.
- c) If the breakage or damage was deliberate, the homestay family will bear the cost of the replacement or repair.

No money will change hands between the student and the homestay family without the written consent of the school.

Blue Card

One of the main legal requirements to being a homestay family is each member of the household who is 18 years of age or over must hold a Suitability Card (also known as the “Blue Card”). Blue Cards are issued by the Blue Card Services Public Safety Agency. For Homestay families, these cards are issued as a “V” volunteer card with no expense to you.

It is your responsibility to ensure your Blue Card is current. Renewal notices are posted to you from Blue Card Services Public Safety Agency. The school does not receive any communication regarding renewals.

All members of the household who reside overnight or who have responsibilities for supervision of children (such as a nanny or babysitter) must hold a current Blue Card when an International Student is present in the home. This includes adult children who return during university breaks or on weekends etc.

When people over 18 are present in the home (e.g. visiting friends or relatives, tradespeople, etc.) a person who holds a current Blue Card must also be present. Usually this will be a member of the Homestay family.

If you do not already hold a Blue Card, the school will arrange the processing of your application.

For further information visit www.bluecard.qld.gov.au

Acknowledgements

We encourage you to refer to this Handbook when addressing student issues within your home to help reinforce the expectations of St Aidan’s.

**Thank You for Your Assistance with the St Aidan’s
International Homestay Program.**