



**SHAFSTON
HOMESTAY**

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HOMESTAY GUIDEBOOK

2023

www.shafston.edu

CONTENTS

WELCOME MESSAGE	02
BRISBANE CAMPUS	03
CULTURAL DIFFERENCES/ADJUSTMENT	04
SUCCESSFUL COMMUNICATION	05
HOMESTAY PACKAGES	06
HOMESTAY ORIENTATION	06
DIFFERENT WAYS TO CONNECT	07
HOMESTAY PACKAGES (TABLE)	08
HOW ARE STUDENT PLACEMENTS MADE?	08
HOW LONG WILL THE STUDENTS STAY FOR?	09
WHEN YOUR STUDENT ARRIVES	09
STUDENTS REQUESTING AN EARLY DEPARTURE FROM HOMESTAY?	10
HOW WILL YOUR STUDENTS GET TO THE COLLEGE?	10
HOW MANY STUDENTS CAN I HOST AT ONCE?	11
HOMESTAY EXPERIENCE	11
MOST COMMON COMPLAINTS FROM STUDENTS	12
FOOD FOR THOUGHT	12
FACILITIES AND REQUIREMENTS	13
MEDICAL COVER	13
STUDY TOUR	14
STUDY TOUR EXPERIENCE	14
UNDER 18 STUDENTS GENERAL RULES	15
GOVERNMENT REGULATION	16
FURTHER INFORMATION ABOUT BLUE CARDS	16
HOMESTAY REMUNERATION	16
INCOME TAX	16
CODE OF ETHICS - HOMESTAY PROVIDER	17
GOOD CONDUCTS GUIDELINES - HOMESTAY PROVIDER	17



WELCOME MESSAGE

Dear Homestay Family,

Since opening in 1996, Shafston has rapidly become the largest and most successful English language school in Queensland. Our homestay families have helped contribute to this success and we look forward to further growth in the years to come.

Homestay is one of the most important experiences for an overseas student and it's by far the longest lasting memory they will have of their time in Australia. This is why it's extremely important that students go to homes where they are embraced and cared for by their homestay families. The homestay families should be prepared to offer their student an experience similar to a visiting family member from another country. Of course, we expect the student to behave in a respectful and polite manner, which would be expected from any guest.

To enable you to fully understand your role as a homestay family, we have prepared this booklet. Please read it carefully and keep it in a safe place for future reference.

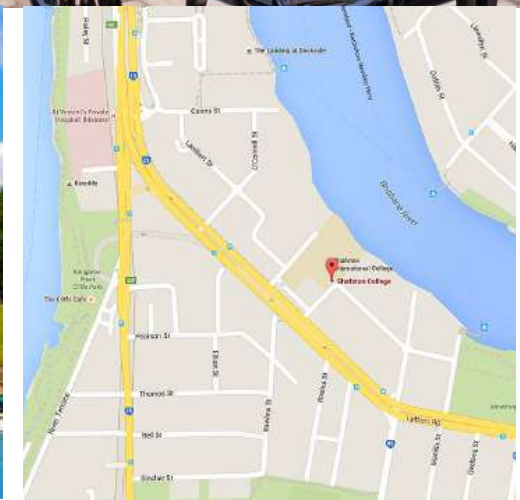
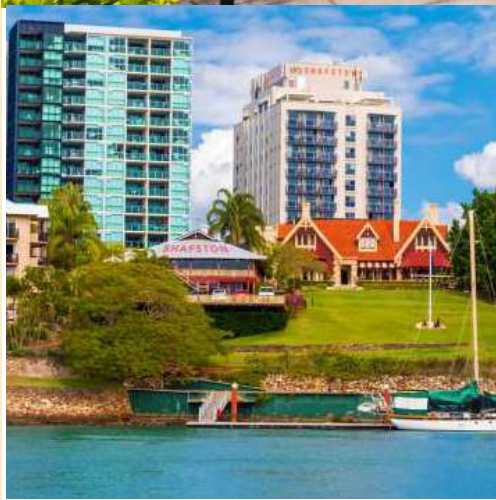
In addition to the responsibilities that are incumbent with being a homestay family, you will also find some helpful hints and tips that will ensure that you are able to make the most of the experience with your student.

We hope that through the assistance of this guidebook you will be able to enjoy the homestay experience.

BRISBANE CAMPUS

Shafston International College operates from 2 campuses in South East Queensland. Our main campus is located in the Brisbane suburb of Kangaroo Point on the Brisbane river.

Address: 46 Thorn Street, Kangaroo Point 4169





CULTURAL ADJUSTMENTS

The age group of international students studying at Shafston International College ranges from 7 through to 70. Arriving in a foreign country can be a new and daunting experience for them. They will need to adjust to a different language, culture, food, lifestyle and landscape. These differences can often leave the student feeling lonely and tired, which can result in the student feeling homesick and a desire to return home.

Homestay families play an important role in providing support, comfort and a nurturing family home environment. Through providing this environment a student is able to adjust to the change in their surroundings and settle into their life in Australia. Homestay families are encouraged to assist the students with this cultural adjustment through support with social experiences, which will provide them with an opportunity to develop social relationships. Students should be invited to attend family gatherings and participate in various outings.

Through sharing experiences with the homestay families, the student-family relationship is strengthened often leading to lifelong friendships between family and student.

CULTURAL DIFFERENCE

Body Language:

If a student does not make eye contact, it may be out of respect. There are women from many cultures that don't want to touch or shake hands with a male. Pointing a finger or placing hands on hips may also be a sign of disrespect.

Possible Cultural Difference Indicators:

Certain feelings and behaviours (both yours and/or the person with whom you are communicating) can be indicators that cultural differences are at play when interacting with someone from another country: frustration, taking offence, repetition, no response, inappropriate responses for the situation (i.e. nodding continuously when clearly the individual does not understand, awkward laughter, ending the conversation abruptly, seemingly distracted, etc.). Allow these indicators to remind you to take a deep breath and find a different way to approach the issue or explanation.

Australian Customs and Cultures:

Before your student arrives it is reasonable to assume that they have done thorough research and understand Australian customs and how "things are done here", but do not pressure them to change their behaviour or viewpoints unless change is absolutely necessary for academic or social success or to avoid serious conflict. Consider whether the situation could be better resolved if you changed your own behaviour or viewpoint.

Be Curious:

Take the time to learn a little about your students' country of origin, customs, language and the larger issues of concern in their home countries (i.e. current events).

Don't Generalize:

Don't assume that all students from a particular country or culture will behave or respond the same way. Likewise, do not expect a student to know what everyone in her/his country thinks about a particular topic. Like in Australia, perspectives vary from region to region.



DID YOU KNOW?

When a student smiles and nods, it doesn't necessarily mean he or she understood. A smile can also mean "I'm confused but too embarrassed to ask questions." Some cultures never say no out of respect for the family.

In the initial meeting we have with the Study Tour groups we do try and advise them that it is ok to say "no" but it may take some time for them to adjust to this.

Homestay families may need to consciously watch the actions of their student to ensure that they are expressing their true feelings, e.g. if a student leaves a certain item of food on their plate every night and yet repeatedly responds with a "yes" to the question "Do you like it?" you might want to consider if this response is to show respect towards you rather than an honest opinion.

SUCCESSFUL COMMUNICATION

Learn Names:

Know what to call your student—learn to pronounce his/her name. Find phonetic ways to remember. Ask the student to correct you if you mispronounce it, this effort will go a long way towards making the student feel welcome and respected. Tell your student what to call you.

Listen:

The students often develop a "script" in their mind of what they want to say to you before they commence a conversation. Allow the student to get through the script so they feel certain that you have heard what they have to say. This can be difficult if the script is long and you can easily anticipate their question or issue.

Limit:

In Australia, we like to use a lot of acronyms, abbreviations, jargon, colloquialisms and idioms when we speak (or write). Terms like "ASAP" or "All set" or "Arvo" or "I was dog tired last night" can have little or no meaning to an international student. Also try to avoid negative sentences like "Don't you like your dinner?" confuses the student and they are unsure on the correct reply. It's better to ask "Do you like your dinner?"

Use Feedback Loops:

Try restating and summarising. Paraphrase what you think the student said and ask if that's what he or she means.

Check for Understanding:

After you have discussed an issue with a student or explained a procedure, ask them to explain it to you in their own words. Don't just ask them if they understood everything you told them. This question may not confirm their level of understanding as the culture of some international students dictates that if they don't understand, this shows that either you have failed in your explanation or they have failed in understanding. "Do you understand what I told you?" will often be answered with a polite "Yes, thank you" as the student then walks away without the vital information that they need.

Use Visuals and Written Words:

Words coming out of a person's mouth can be difficult to understand. The problem is not the knowledge or intelligence of the student, but may be the communication style. In addition, English spoken in an academic setting may be different from what is used in everyday life and can cause confusion. It can be helpful to use visuals to portray concepts and ideas if you are struggling to convey your message. In the home, try and have a notebook handy for moments when you are struggling to communicate.

HOMESTAY PACKAGES

Shafston offers 5 distinct homestay packages to our students. The homestay packages are categorised by where the students will be living, what meals and transport they require and if the student is under the age of 18.

On the following page you will find a table with the requirements for each homestay category.

HOMESTAY ORIENTATION

We recommend that on the first day that your student arrives, you provide them with an orientation of your home and the local area. This can include showing them where the facilities are in the house, how to use the washing machine and dryer and where the local shops and transport stations are in your area.

We strongly suggest that you advise the student of any house rules that you may have, e.g. rules on smoking and alcohol, curfews, guests and household tasks.

This orientation will go a long way to ensure that your relationship with your student is harmonious throughout their stay in Brisbane.

Bathroom etiquette should also be discussed on their first day including showers, running taps and baths. Please try and communicate these issues with your student on a friendly basis and remember cultural differences when communicating.


Appropriate bathroom usage will vary from student to student, but adequate time needs to be provided in busy households. Please do not be embarrassed to explain the use of the facilities. Female students should be informed of the arrangements for the disposal of sanitary items, as they are often too shy or lacking vocabulary to ask. We suggest that you provide a number of brown paper bags in their room on their arrival, which will save considerable embarrassment. They may also need some advice or assistance in purchasing sanitary items.


Toilets in Australia can confuse some students from certain cultures as they can be quite different to the toilets in their own country. Due to a lack of sufficient sewerage facilities in some countries, some students do not dispose of toilet paper in the toilet, but put it in the bin. Please explain to your student that the toilet paper must be disposed of in the toilet or perhaps place a sign in the toilet if you prefer not to have that awkward conversation.

DIFFERENT WAYS TO COMMUNICATE

In the past, we have noted that, on occasion, host parents tend to have some trouble communicating with their over 18 students whilst they're out and about. The ever evolving world of technology constantly offers us new user friendly ways to communicate with each other easily and often for free, no matter where you are in the world.

Most students will have a phone that is locked to their service provider deeming the Australian SIM card quite useless to them. We have noted that there are alternative communication avenues to try other than the usual text message, as following:

Japanese students use an app called 'Line'.  With Line, you can do voice, video calls and messages as long as you're connected to WIFI. This app is compatible with iOS and Android smartphones.

Latin Americans use 'WhatsApp'  which does the same thing as Line and also needs WIFI connection. Free to use as long as you have available data and also compatible with iOS and Android smartphones as well as your Mac or Windows PC.

There are several other apps you can use instead of your usual messaging avenue. Please check with your student to see what app they use and ask them to show you how to use it. Most apps are very user friendly.



HOMESTAY PACKAGES

TYPE OF HOMESTAY	ROOM REQUIREMENTS	MEALS	TRANSPORT	LAUNDRY	OTHER
HALF BOARD	Bed, desk, chair, lamp and wardrobe.	Breakfast & Dinner Monday - Friday Breakfast, Lunch & Dinner on weekends.	Students are to make their own way to the College via public transport. (Maximum travel time 40 minutes)	Students will do their own washing unless the family chooses otherwise. Family must allow use of laundry facilities.	
FULL BOARD	Bed, desk, chair, lamp and wardrobe.	Breakfast, Lunch & Dinner everyday.	Students are to make their own way to the College via public transport. (Maximum travel time 40 minutes)	Students will do their own washing unless the family chooses otherwise. Family must allow use of laundry facilities.	
EXTRA CARE	Bed, desk, chair, lamp and wardrobe.	Breakfast, Lunch & Dinner everyday.	Students must be transported to and from the college by private vehicle. (Maximum travel time 50 minutes)	Host family will do the students laundry	Students will only require transport to and from the College Monday - Friday
SUMMER CAMP	Bed, desk, chair, lamp and wardrobe.	Breakfast, Lunch & Dinner everyday.	Students must be transported to and from the college by private vehicle. (Maximum travel time 50 minutes)	Family will do the students laundry	Students will only require transport Monday - Saturday
STUDY TOURS	Bed, desk, chair, lamp and wardrobe.	Breakfast, Lunch & Dinner 7 days per week. This also includes any meals required on the day of departure.	Students must be transported to and from the college by private vehicle. (Maximum travel time 50 minutes)	Family will do the students laundry	Students will require transport to and from the College on all days noted in the itinerary. It is preferred that all families participate in additional activities including; graduations, farewell dinners and group photos.



HOW ARE STUDENT PLACEMENTS MADE?

Shafston's Homestay Department will usually receive 3-4 weeks notice of a student arriving. On occasion, we will receive shorter notification which requires emergency placements. Once we have received the enrolment form we will begin to assess the type of family that they require based on numerous factors including homestay type, allergies, dietary requirements and other special requests. We will then check our homestay database for suitable families that are available during that period of time.

We will then seek to contact the homestay family to see if they would like to accept the student. When we place the student with you, we will send you an informal email with the student's details including student number and name, remuneration, arrival/departure date, special requests and duration of stay. We ask that you please keep a record of the student number as this is the easiest way for you to communicate with us about your student. Please note that the student's arrival/departure dates may slightly change once flight details are finalised.

Your Homestay Placement Letter will only be sent to you once the student's flight details have been received. The College commences new courses every Monday morning which means that most students will arrive on the weekend.

HOW LONG WILL THE STUDENT STAY FOR?

Most students will book an initial homestay period varying in length from 2—12 weeks or longer in some cases. Course dates may extend longer than the initial homestay booking and as such some students may wish to extend their homestay visit with you, whilst others may decide to move into share accommodation with new found friends from the College.

In situations where your student makes a request to extend their homestay with you, they **MUST** come to the Homestay Department and we will process the necessary administration for their extension. This is to ensure that all paperwork (and your payments are processed accurately. Please be advised that it is up to both the homestay family and student to make sure that the student departs on time.

We recommend that once you have received your confirmation letter that you mark the arrival and departure date on the calendar.



WHEN YOUR STUDENT ARRIVES

We request that all homestay families be at home on the day that your student is due to arrive, it makes the student feel safe and welcomed when they arrive to a warm greeting. Your student will either choose our safe and secure airport transfers service or they will make their own way to your home. When they arrive, although they will be jet lagged, we recommend that you try and take them on a leisurely activity to prevent the nap that will hinder the adjustment to the Australian time zone.

We strongly advise that homestay families do not offer to pick-up or drop-off students to the airport. Students need to purchase this separately or make alternative arrangements without using our homestay families due to the liability involved. As a member of our homestay community you do represent Shafston College as an approved homestay under our banner and if things should go pear shaped due to unforeseen circumstances during your travels and the student, for example, misses their flight then the cost for booking another flight may become your responsibility.

We at Shafston are proud of Australia's multicultural background and we understand that many homestay families speak more than one language at home. It is a requirement however, that whilst the student is staying at your home that only English is spoken around the home. This assists with the student's learning and comprehension of the English language. This policy also applies to our students at the College. At all times the Homestay Department will try its best not to place same nationality students in the same homestay unless it has been specifically requested. If you are hosting students from other companies or institutions, we request that you ensure that we do not place the same nationality students in your care.

STUDENTS REQUESTING AN EARLY CHECK-OUT FROM HOMESTAY

At times, some students may wish to leave their homestay earlier than expected. In circumstances, where the family have met the requirements set out in this booklet (and in the terms & conditions of the application form the Homestay Department will provide 7 days' notice to the family. Students who do not receive an adequate homestay experience and request to be moved, may be moved immediately and this will be at the discretion of the Homestay Department. If this is the case, then no further remuneration will be made to the family.

Some common reasons for students wanting immediate homestay transfer are:

- Hygiene and safety around the home (a further inspection of the property will be required before hosting another student);
- Personality clash between both homestay and students;
- Conflict within the home between family members and/or student;
- Not receiving adequate meals (Student does not receive the same meals as the family or very small portions); or
- Inaccurate Homestay Profile. Always keep your details updated with the Homestay Department so we can make sure we are sending correct information to the student about your homestay. E.g. new pets, new baby, relatives staying for long periods of time. All of these things are ok, but we do need to keep your profile updated to prevent any problems.

In all dispute cases, the Homestay Department will speak to both the student and homestay family to resolve any issues prior to removing the student.



HOW WILL YOUR STUDENT GET TO THE COLLEGE?

For students that are Half Board or Full Board, transport to the College cannot exceed 40 minutes by public transport. The student will travel to and from the College on their own via public transportation.

On the first day, we ask that the student be shown to the nearest bus, train or ferry stop. Teach them how to use the Translink Journey Planner website to plan their travels and print out a map for their first day of travel to the College.

You will also need to explain the requirement of the "Go Card" to the student and take them to a relevant retailer to purchase one. Some homestays keep a spare Go Card specifically for student use. The student can top-up the card and use it for the duration of their stay and return it to the homestay family when they leave. Please note that students are not eligible for a concession rate on public transport and will therefore need to purchase an ADULT Go Card.

For more information about the Go Card or to check the public transportation route from your home to the College, please visit: <https://translink.com.au/>

HOW MANY STUDENTS CAN I HOST AT ONE TIME?

It is a condition of Shafston Homestay programs that a maximum of three students of different nationalities be placed in a single homestay. This includes Shafston students as well as students from other colleges.

Student feedback tells us that a student sharing one homestay family between several students feels more like a share-house environment than a homestay experience. Although we understand that it may be possible for a family to physically care for more than 2 or 3 students, especially those with large homes, there simply are not enough hours in a day for a family to give the student the required attention and time they need for personal growth.

Please note: Unless advised otherwise by the Homestay Department, it is strictly 1 student per bedroom. Failure to comply with this condition may result in the student being removed without notice.



WE RECOMMEND...

At Shafston we recommend that our homestay families take on the responsibility of sourcing appropriate home and contents insurance. A good starting point is to check with your current insurance provider to understand what is covered in your policy when you are hosting a student.

SHOPPING TIPS...

We advise that you do not do a large grocery shop before your student arrives. Students may be delayed with their arrival due to Visa complications. Also your students may not arrive at all and we are unable to reimburse you for any costs prior to the student arriving. This is also a good opportunity to go shopping with your student to find out their likes and dislikes.

HOMESTAY EXPERIENCE

It is important that the homestay provider is able to provide a safe and harmonious environment for the student. This will offer the student a holistic experience of living as a member of an Australian family which encourages positive study habits.

Student's must be provided with a bedroom and study area, access to a clean bath/shower and toilet and made welcome to join the family. The student bedroom must contain the following:

- ~ Comfortable, full sized bed, single or larger
- ~ Study desk, chair, lamp and wardrobe
- ~ Adequate lighting
- ~ Privacy from the common areas

A student is not to share a room with another student nor with a member of the family, unless specifically requested and confirmed with Shafston.

It is our hope that our homestay families will offer help, guidance, support and encouragement with studies, planning leisure activities and adapting to living in Australia.

MOST COMMON COMPLAINTS FROM STUDENTS

1. Same Nationality within homestay

We understand that many of our homestay families host several students at once so it's important to remember that when accepting a student from Shafston College that unless otherwise notified, you must not have two of the same nationality student within your homestay. If we find that this has happened your student will be relocated to another homestay without notice.

2. Communication:

Our marketing campaigns overseas advertise a homestay experience within a loving and caring family environment where they can practice their English. Communication with your student is paramount, if you don't take the time to talk to your student then they're not going to want to stick around.

3. Cleanliness of the Homestay:

Shafston Homestay is required to develop and maintain a high standard of homestay living for our students. We ask, that when expecting a student to arrive, please ensure your home is cleaned to a high standard. First impressions last. It's not pleasant for your student to walk into an untidy home and bedroom. Students generally arrive on weekends and if things don't seem right on arrival they'll be at the homestay department on Monday morning with complaint in hand.

FOOD FOR THOUGHT

Meals: All meals that are provided by the homestay family should be adequate in size and nourishment. Please keep in mind that some students can be shy about portion size and asking for more may seem impolite to them. Trying new foods is a very exciting experience for overseas visitors and many students will love new and interesting foods, some however may be reluctant and this should not be taken as an offence. It is also worth paying attention to the foods your student does not eat as it can be considered rude in some cultures to dislike the food.

Weekends: If the student is going out on the weekend, ask them if they would like you to pack them a lunch. Particularly on weekends, families need to be flexible with meal times but at the same time, students should always notify you of their absence from any meal. Perhaps offering to keep a meal to be reheated later could prevent any problems.

Dinner: We ask that you make an effort for dinner to be served at a dining table with the family. This encourages conversations with your student. We also request that you encourage your student to eat the same meals as you do, although this may not be possible if your student has particular dietary requirements due to medical or religious beliefs. If the family chooses to eat out at a restaurant during the student's stay with them, then the family will be expected to bare the cost of the student's meal.

Food bought by students: Students may purchase their own food (half board students), we recommend that you provide ample storage areas in the fridge and pantry to prevent the storage of items in their rooms.

Missing a meal: There may be times when you are unable to be there for a meal. It is best to talk to your student and advise them of the arrangements that you have made for them in your absence. Good communication will avoid almost every possible problem.



FACILITIES AND REQUIREMENTS

Laundry: Please show the students how to use these facilities unless you prefer to do the washing yourself. Extra Care and Study Tour student's laundry must be done by the family. Please keep in mind that many female students however, are embarrassed at the thought of others seeing or handling their underwear. The use of a small laundry bag (generally used for delicate undergarments) may be a simple way of eliminating this embarrassment. The students may then wish to hang their underwear themselves on the clothesline. Once again, good communication will solve this problem. Girls from other cultures, but particularly Asia, are sensitive about the washing of their undergarments. You may need to explain to the student that you do not want their washing draped over the furniture or hung in the wardrobe, and that in Australia it is hung outside on the clothesline; perhaps you could place a small clothes rack in their room where they can hang their personal items to dry in private.

House Keys: It is at your discretion whether or not you provide your student with a set of house keys. It is also very important that you clearly explain security procedures for your home.

Telephone/Internet: Naturally parents will be anxious to hear from students on their arrival in Brisbane. We would like to ask that you allow students to call home, reverse charge, at their request on arrival. It is up to the homestay family to monitor their home telephone usage. The College is not responsible for collecting payment on behalf of the homestay family. If you allow them to use your home telephone, it is a personal agreement between you and your student.

The usage of the internet also follows the same policy, although many families offer this for free, if you wish to charge the student for the use it will be at your discretion for the amount charged, although we recommend no more than \$10 per week.

Please note: Study Tour and Summer Camp students are not to be charged extra.

Damage to Premises: "Wear and Tear" in the normal course of use should not be charged to the student. However, students are expected to pay for any undue damage caused during their stay. It is a good idea to check with your insurance provider to see if you are covered for water and fire damage should this result from the action of a student. Please contact the Homestay Department if these issues should occur.

Safety: This is particularly important for families with young children. Please inform students of the need to keep personal medication, cleaning fluids and breakables out of the reach of children. The use of heaters and other electrical appliances should also be carefully explained. Having an emergency plan in the case of fire should also be explained to the student, for example: explaining 000 is the national emergency number for fire, police and ambulance.

MEDICAL COVER

If a student becomes ill please make an appointment at your local doctor. If it is urgent, take the student to the local hospital. In case of medical emergencies call 000 then contact the Homestay Manager.

If the student is on a 'Student Visa' they will be partly covered by their Overseas Health Cover (OSHC). If a student is on a 'Tourist' or 'Working Holiday' Visa they will only be covered to the extent of the travel/medical insurance purchased before leaving their own country. The student is required to pay for medical help, not you.

Please ensure that the student keeps the receipts from any medical attention that they require as they will need to claim part of the costs through their medical insurance company. Please ask them to see the Homestay Department if they need assistance.



STUDY TOUR

Study Tour students arrive in Australia to study English amongst a comprehensive itinerary of other activities and stay for shorter periods of time, often just 1—2 weeks. When we receive confirmation of the groups arrival we will commence placements of students into Homestay. The placement of Study Tours occurs slightly different to that of Regular Care students. The process is as following:

- 1. Expression of Interest:** An email will be sent out to all relevant families with details of the upcoming Study Tour. The families are then required to respond to the email advising us of their availability and interest to participate in that particular Study Tour. Please note that this is not a guarantee of placement.
- 2. Placement of Students:** Once we're satisfied that all families have responded to the Expressions of Interest email, we will then go through the process of matching students to families.
- 3. 1st Confirmation:** This is a confirmation of placement letter which will be sent out to families that have been matched with students for that particular Study Tour. The letter will provide further information about the tour.
- 4. 2nd Confirmation:** This email will include attachments as follows:
 - Group Itinerary:** This will detail all of the activities and classes that the students will be participating in whilst in Australia.
 - Student Profile:** Most (but not all) study groups will send through individual student profiles so that you are able to learn more about your student prior to their arrival.
 - Homestay Carpool Spreadsheet:** The Homestay Department will always try to place you with other homestay families in the area to assist with carpooling to and from the College.
- 5. Final Confirmation:** This email will provide homestay families with the pick up & drop off times for the Study Tour on the first & last day. The day before the study tour arrives/departs you will also receive a text message reminder.

STUDY TOUR EXPERIENCE

Study Tours are different to Regular Care students as they travel in a group and generally stay for a short period of time. It's important that we provide them with a wonderful experience from the moment they arrive to the time they depart.

Accepting Placement of Study Tour Students: Due to the large number of students that arrive in these groups, we prefer that families only accept with complete certainty that they are available. In the 2nd Confirmation email containing the itinerary you will be requested to accept the full terms and conditions of the Study Tour. We do understand however that emergencies do arise and in the event of unforeseen circumstances, the Homestay Department should be notified as soon as practicably possible.

Homestay Match-Up: Unlike Regular Care students where they arrive at your doorstep, Study Tours have a set time where homestay families come to the College to pick them up. We ask that homestay families arrive on time. It is very uncomfortable for a student to be left alone when all their friends have met their homestay families and have left the College already. This is often the first international trip for the students and on many occasions the teachers accompanying the students will request to take a photo of you with your student to send home to their parents. On occasion you may find that last minute changes have been made eg:

- The student you met may not match the profile you've been given or,
- The Tour Itinerary may have been slightly amended.

Conditions of Study Tours: Please read the conditions of the Study Tour very carefully prior to accepting. Shafston International College has contractual agreements with these Study Tours and we are obligated to provide homestay families that meet these requirements. This can include: no males between 13—21, no other students or family members speaking the same language or a double placement requiring separate rooms. Please **DO NOT ACCEPT** these students if you are unable to meet the requirements.

Removal of Students: Due to the short period of time that they are here, a student may and will be removed with less than 24 hours notice given if the homestay has breached any of the conditions noted in the confirmation letter. Please be aware that you will only be remunerated for the nights that they have stayed with you.

Administration costs may be applicable.



UNDER 18 STUDENTS GENERAL RULES

Study Tour and Summer Camp Season brings a lot of challenges and rewarding moments, every season we learn something new and develop ways we can improve as a Homestay Department and ensure that both our families and students have the best experience.

We have compiled a list of rules for our families to refer to if you are unsure about your under 18 student.

- 1** Under 18 students are not to go anywhere without their homestay family. We also strongly advise families to not let their students wander off on their own in public places too.
- 2** If your student would like to take a day trip or go travelling with their adult class mates, they must see the homestay department to discuss before planning or booking anything. We have a process we must go through and seek permission from the students' parents and agents. Applies only to 16 and over students.
- 3** If your student requires immediate medical attention, please call 000 then call the Homestay Emergency Line. If your student is sick and unable to attend school, send the Homestay Manager a text message on the Homestay Emergency Line.
- 4** If your student is having behavioural issues, please notify the Homestay Department. We are always the first point of contact. Please do not discuss any issues with the student's chaperones or agents before speaking to us. It is best that all communication comes through our department so we can work out the best course of action.
- 5** One of our Japanese agencies, Ryugaku Journal, calls the Homestay Family prior to their under 18 student arriving to confirm the placement. This phone call usually comes from a phone number in Texas, please answer this call and confirm the placement.
- 6** All Summer Camp Students and Study Tour Students have an Itinerary, with drop off and pick up times. Please do not agree to any additional driving or changed pick-up times unless the message comes directly from our Department. Refer the agent or chaperone to our department if they have further queries.
- 7** Please be wary of students claiming they need to attend a "Shafston Party" or "Shafston Dinner", this is usually an activity not planned through our college. We will always call or email our families if there are ever any changes to your students itinerary.
- 8** A blanket rule, if you're in doubt about activities/ pick-up times etc., send Shafston Homestay an email or call us during business hours.



GOVERNMENT REGULATIONS

You can apply for or renew a blue card or exemption card by visiting <https://my.bluecard.qld.gov.au/login>. You will need to hold some form of photo ID issued by the Department of Transport and Main Roads. This could be a driver's licence, marine licence, Photo ID card, etc. If you do not hold any kind of photo ID with the Department of Transport, you can visit any TMR Office and have your photo taken, in order to apply for a blue card. It's Free.

Please ask Shafston for a copy of the Blue Card Application Guide that explains the entire process.

FURTHER INFORMATION ABOUT BLUE CARDS

If you would like to receive further information about the blue card system, please contact the commission:

Blue Card Services:

Level 20, 53 Albert Street
Brisbane, Queensland 4000

Mailing Address:

PO Box 12671
George Street
Brisbane, Queensland 4003

Telephone Numbers:

1800 113 611
07 3211 6999

Contact Hours:

8am—5pm Monday to
Friday

Website:

www.bluecard.qld.gov.au

HOMESTAY REMUNERATION

Homestay families are paid from Thursday night to the following Wednesday night. Payments are made 1 week in arrears and never in advance. For example, if your student arrives on a Sunday, you will receive 4 nights payment for the first week.

Payments are made by the College on behalf of the students via EFT (Electronic Fund Transfer into your bank account).

When the payment has been processed, it should reach your account by the Monday. In some cases, these funds may not reach your account until Tuesday depending on the bank that you have your account with. If your payment has not been received by Wednesday, please email the Homestay Manager and we will investigate your payment status, bank account details and amend any incorrect payments.

If at any stage you notice that you have been overpaid for a student, please notify the Homestay Department as soon as you can so that we can arrange a recovery plan. Failure to advise us could result in a long term payment plan being organised for Shafston College to retrieve outstanding monies.

IMPORTANT! Some students may request to pay their homestay family directly. It is a condition of Shafston College that all payments are made through the College. If your student approaches you in relation to making payments directly, please notify the Homestay Department as soon as possible. This is extremely important as we are responsible for ensuring all homestay families are paid correctly and that there are no breaches of the Students' Visa conditions. If you choose to ignore our policies, please be aware that you will not be eligible for any assistance from Shafston College in regard to any disputes between yourself and the student. This may also affect future placements of students.

INCOME TAX

Payments received under a homestay arrangement are covered under the Australian Taxation Office guidelines prescribes in ATO ID 2001/381. The general statement is as follows:

"Issue: Is an amount received by a taxpayer with regard to a student who is boarding with them under a homestay arrangement, assessable under section 6-5 of the Income Tax Assessment Act 1997 (ITAA 1997).

Decision: No, the amount received by a taxpayer with regard to a student who is boarding with them under a homestay arrangement is not assessable under section 6-5 of the ITAA 1997."

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If you would like further information please visit the ATO website (www.ato.gov.au) and search the Legal database for ID—2001/381. Alternatively you can contact the ATO on 132 861. *Please be aware that this is only for homestay families that host no more than 3 students at a time. If you do host more than 3 students, you will need to register as a business with the ATO.*

CODE OF ETHICS - HOMESTAY PROVIDER

Homestay providers are expected to:

- Develop positive relationships with students which are based on mutual trust and communication;
- Support and assist students to live comfortably within a foreign environment;
- Respect the students' right to privacy whilst realising that privacy does not equate to isolation;
- Acknowledge the significance of culture, customs, language and beliefs in the life of their student and accommodate appropriately for these within the family's life;
- Assist, support and nurture where needed or requested, but keeping in mind that a desire to please may be interpreted as interfering by the student; and
- Report to Shafston as soon as possible any concerns regarding the student's behaviour and/or dispute that may arise between the student and Homestay provider.



GOOD CONDUCT GUIDELINES - HOMESTAY PROVIDER

The Homestay provider will be expected to:

- Provide a safe environment, which will offer the student a holistic experience of living as a member of an Australian family and which encourages positive study habits;
- Provide the student with a private, clean and warm bedroom, good healthy food, laundry facilities and supportive environment;
- The room offered to the student must be a designated room within the family living environment with a minimum area of twelve (12) square metres and must comply with the Queensland Government building code;
- A student is not to share a room with another student nor with a member of the family, unless specifically requested and confirmed with Shafston;
- Provide an orientation within the family home e.g. use of pool area, house facilities, and security. Applicable house rules should be explained i.e. What time dinner is, telephone protocols, rules regarding smoking, alcohol, guests visiting, curfews, household tasks and bathroom conduct;
- While students are expected to follow these house rules, some may not. In such a case homestay providers may seek assistance from Shafston Staff. At no time, under any circumstances may a homestay provider physically discipline a student. Although it is acceptable for a provider to verbally discipline a student it is not acceptable to use a raised voice, inappropriate language or intimidation of any kind;
- Provide meals as prescribed by the type of Homestay selected by the student and agreed upon by the provider;
- English must be spoken at all times and must be of high standard that is comprehended by the student and offers effective support with language practice (judged at interview);
- Offer help, guidance, support and encouragement with studies, planning leisure activities and adapting to living in Australia (this may require patience, empathy, and a willingness to show the student more than once);
- Offer sincere interest in the cultural background of the student;
- Respect the student's need for privacy and allow them space to be alone;
- Have a duty of care towards their Homestay student;
- Liaise with Shafston Homestay staff regarding any concerns or difficulties;
- Notify staff of any change of circumstances in the household;
- Be responsive to the cultural differences and beliefs of the Homestay student by allowing the student to continue familiar cultural practices without criticism;
- To adhere to guidelines set down by Shafston Homestay;
- To be available at home on the students arrival and remain with the student for the first day.



SHAFSTON HOMESTAY

www.shafston.edu



BRISBANE CAMPUS

46 Thorn Street, Kanagroo Point
Brisbane QLD 4169 Australia

3249 4124 Emergency Contact – 0478 579 442

homestay@shafston.edu