



Homestay Host Family Guidelines

Global Student Institute (GSI) thank you for accepting an international student into your home.

This document is designed to give you some practical guidelines to help you prepare for, adjust to, learn from and enjoy your international student.

If there is anything GSI can do, at any time, to assist you in preparing for, or caring for one of our students, please do not hesitate to contact us.

Code of Conduct

All GSI Homestay must comply with GSI's Code of Conduct. The Code of Conduct will form part of your Homestay Host Application.

Risk Management (Child Protection) Plan

To ensure compliance with Queensland State Government legislation, GSI has developed a Risk Management (Child Protection) Plan that applies to all our families and partners. To read this document, please visit the GSI website.

Contact details

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Overseas Student Health Cover (OSHC)	Medicare is not available to an international student on a student or visitor visa. Instead, cover for students is called Overseas Student Health Cover (OSHC). If you need to take your student to visit a medical practitioner or doctor, the student should pay the account at the time of the visit and then claim a refund.
Passport	Please encourage the student to keep their Passport in a safe place in your home.
Money management	<ul style="list-style-type: none"> • Assist your student to open a bank account (if required) and explain where the nearest ATMs are located • Each student is expected to have spending money
House Rules	You will need to think about house rules and ensuring to make clear what you expect from your student from the beginning. The more predictable you can make the student's environment, the less stressful his or her adjustment will be.
Interaction with the family	It is important for you to encourage the student to become part of your family and a great way of doing this is by getting them involved in your daily activities. In this way, the host family and the student will have a happy time.
Communication	Speak slowly and clearly and try not to use broken English. Avoid falling into the trap of talking louder when addressing the international student. Be prepared to rephrase your questions or statements to make it easier for them to understand.
House key	Give student a key to the house and explain any security system or measures and the importance of not misplacing the key.
Kitchen and meals	<ul style="list-style-type: none"> • What time are meals? What are your expectations about promptness? • Where in the house may food be eaten? • Who fixes which meals? • Does everyone make his or her own breakfast? • Who cleans up after meals? • What is okay to eat from the refrigerator?
Manners	Cultures are so different. Remind your homestay student to use 'please' and say 'thank you' when appropriate.
Hygiene	Every culture has different standards of cleanliness.

	Let your student know that Australia is a very dry country and water is scarce and it is expected that people will not spend a lot of time in the shower. Let them know what length of time is acceptable in the shower.
Laundry	You are not obliged to do your student's laundry; but you are required to allow your student access to the laundry facilities at reasonable hours. GSI recommends that you provide a small laundry rack in a private spot, out of sight of other household members.
Electricity	Point out to the student that Australians are very energy-conscious and considerate of the environment. Ideas to assist your student to help save electricity are: <ul style="list-style-type: none"> • Turning off the light in their room when they leave the room. • Turning off a heater, fan or air conditioner when they leave the room. You may need to explain the use of these electrical items to the student.
Internet	Internet communication is an easy way for your student to keep in touch with family and friends and provides access to the online study portals offered by education providers. Having access to a quality internet connection will be an expectation of students and GSI.
Mobile Phone	Ask your student to keep their phone turned on at all times when out of the house, after school/college hours. Keeping the phone charged is important and ensure there is "credit" on the phone.
Curfew times	Students may not leave the homestay home prior to 6AM any day of the week without prior approval from the school and homestay. During the school / college week, your student should travel home directly (perhaps a quick trip to the shops, if necessary) but basically, students should not be at a shopping centre for any length of time wearing their school / college uniform. Sunday to Thursday nights, students should always be home by 6pm. On weekends (Friday and Saturday nights), your student should also always be home BY 10pm (not leaving the city or activity at 10pm). If a social activity is planned (eg a party with school friends) 10pm is the curfew time, and a student should be picked up rather than catch public transport from the venue. Prior to the activity, the host family should make contact with the person arranging the activity to ensure there will be suitable and adequate supervision, and obtain name/address and contact phone numbers;

'P' Plate Drivers	Because of safety issues, an international student may not drive as the passenger in a vehicle driven by any 'P' plate driver (including a member of your homestay family).
Family holidays	If you plan to take the homestay student away on a family holiday, please let GSI know where you are going and how we can contact you should an emergency arise. The school will also need to be notified.
Natural parents visit	The student is expected to advise you in advance if and when their natural parents are planning to visit them. Please make an effort to meet with them if your busy routine permits.
Socialising	When planning to go out with their friends, the student must always discuss and ask permission from the host family first. You may be asked to assist with transportation somewhere, so ask the student to ensure this is organised in advance if possible. Advise the student to call you if their arrangement changes at all.
Illness	If the student becomes unwell, make an appointment and take them to see a doctor who may prescribe medication. If the student needs any emergency procedure, please contact GSI immediately who will contact the student's agent and/or their natural parents.
School	<ul style="list-style-type: none"> • Assist your student to purchase required uniforms on arrival. • Show your student the route to their school / college or accompany them for the first couple of days until they are familiar with the route
Travel – Overnight / Longer stays	<ul style="list-style-type: none"> • Homestay hosts <i>must</i> inform GSI of any request / advisement of a student wishing to be away from the home for 1 night or more. • The student <i>must</i> advise the school and complete the necessary paperwork. This must be done 2 weeks prior to requested travel. Approval will be given by the school and passed onto GSI and the Homestay family. • Under their VISA requirements, the school, GSI and Homestay must know where the student is each and every night.
Travel not approved	<ul style="list-style-type: none"> • Hitchhiking by themselves or with others • in a car driven by a person under the age of 18 years or any "P Plate" driver • solely in the company of under 21 years of age • attending unsuitable events

Handling Problems and Issues

For various reasons or at certain times (anniversaries, birthdays etc) the homestay student may be missing home. GSI personnel are available 24 hours-a-day to assist both the international student and the Australian homestay family during these times. Here are some suggestions that may help:

- explain your daily routine to the homestay student in detail; and
- help the student to assimilate into your family life, not to isolate himself/herself from other people during difficult times. Make yourself available for them.

Remember, GSI personnel are available 24/7 to assist you with any issues you may have. We are happy to mediate and try to resolve any misunderstandings.