



Host application / guidelines

NiceHomestay.net

Thank you for taking part in the Nice Homestay Program. We work hard to make the experience memorable and worthwhile for all parties. Following are the requirements and expectations of hosts during the students' stay in homestay accommodation and form part of the agreement.

Code of Ethics

Homestay providers are required to:

- Provide a safe, secure, friendly and positive environment, upholding the safety and well-being of student/s at all times, both in and away from home—including support to adapt safely and confidently to foreign environments and meet new study and cultural challenges.
- Ensure equal treatment for all parties involved, promoting acceptance and value for all individual ethnic, cultural, religious and linguistic backgrounds, race, gender, age, sexual preference, socio-economic and educational background, levels of ability and disability, as well as personality traits.
- Maintain the confidentiality of all household members and international students' right to privacy under the terms of Privacy and Discrimination Acts. Ensure that personal health or medical information remains confidential and private between the parties involved unless permission is provided to disclose this information.

Code of Conduct

Homestay providers are required to:

Provide a safe and positive environment which will offer the student a holistic experience of living as a member of an Australian family and which encourages positive study habits. Ensure safety and well-being of students at all times; including guidance and advice for activities away from home. Support students to adjust to living in a foreign environment, including Informing students about the law and systems of Australia.

Attend legal responsibilities including maintaining adequate and up-to-date household insurance. Obtaining written permission to provide host accommodation from landlord, if renting. In Queensland it is a requirement for all adult homestay family members having contact with students under the age of 18 to hold a Blue Card.

Encourage students to practice English and always speak English at home (*International hosts must adhere to an 'English only policy' during the student's stay*). Respect the multi-cultural agreement whereby students who request hosting with differing cultures to that of their own is maintained and includes not inviting guests of the same nationality to stay.

Provide care and respect including that of emotional well-being for all household members. Respect students' right to privacy but also make sure they do not feel isolated or left-out. Provide a caring, happy and friendly home that promotes development of positive relationships. Be sensitive to the cultural differences between Australia and that of the student's country of origin.

Communicate concerns or changes as they arise to help resolve issues and misunderstandings before they escalate. Report to Nice Homestay, as soon as possible, regarding any concerns about a student's behaviour and/or disputes that may arise as a result.

In return Students are expected to:

- Honour the terms of the hosting agreement
- Comply with **Homestay Rules**
- Respect the law and systems of Australia
- Communicate responsibly regarding:-
 - outings, schedules and activities in and away from home;
 - changes in circumstances;
 - inviting friends over;
 - inform hosts of their whereabouts and be contactable at all times.
- Respect their host and all household member and respect that their host has their well-being and safety in mind at all times
- Assist with basic household chores such as washing of dishes, keeping their room tidy, assisting with laundry etc.

NiceHomestay Policies

- Nice Homestay reserves the right to move a student from a homestay situation when a host has failed to meet the requirements of the program or is in breach of the Codes of Ethics and Conduct. Where this occurs, any payment in excess of the student's stay will need to be reimbursed.
- Host providers must carry current household insurance with legal/public liability and if necessary have written permission from their landlord regarding homestay allowances. These documents must be sighted when the **Host Interview** and **Site Inspection Visit** is conducted.
- Nice Homestay reserves the right to carry out annual inspections of host family premises to ensure standards are maintained.

Good conduct guidelines

Homestay providers are expected to:

- Provide the student with their own private, suitably furnished, clean bedroom containing fresh linen, suitable wardrobe and furnishings, space to hang clothing, adequate lighting, and warmth for winter with cooling in summer.
- The room provided must be a designated room within the family living environment 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.
- Respect the student's need for privacy and allow them space to be alone.
- Have a duty of care towards homestay students. Including their physical and emotional well-being.
- Give adequate access to laundering facilities; as well as clear explanations regarding use thereof. Ensure suitable provision of bed linen, sheets, quilt cover and bath towels. Make it easy and clear where dirty laundry is to be placed with details regarding schedules or systems.
- Give adequate access to bathing and wash-room facilities; as well as clear explanations for using these facilities, including method of disposal for sanitary items.
- Allow access to common areas:- kitchen and living rooms; as well as allow students to be able to share these spaces with the family such as watch television and/or prepare food.
- Provide healthy nutritious meals as prescribed by the number of meal options in the homestay package selected by the student and agreed upon by the host provider.
- Orientate the student with the family home and house facilities, *(for example: use of pool area or security systems); and the applicable house rules (for example dinner time, telephone protocols, rules regarding smoking and alcohol, guests visiting, curfews, household tasks and bathroom sharing conduct).*
- Set out reasonable and practical house rules that are fair, easy to follow and function to let everyone in the family know what is expected, how to behave and how to achieve positive results—leading to a harmonious family environment.
- Set out responsible guidelines for internet Wifi usage giving clarification as to what is considered fair and reasonable use, and what is deemed inappropriate, or excessive use that will exhaust the budget.
- Deal with conflict or misunderstanding in a gentle and sensitive manner. Never use a raised voice, inappropriate language or intimidation of any kind; rather take steps to notify the authorities, as soon as possible.
- Be sensitive to the cultural differences and beliefs of international students and allow continued exercise of familiar cultural practices without judgement.
- Show sincere interest in the cultural backgrounds of students. 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 explain/demonstrate repeatedly).*
- Speak English at all times being patient and tolerant, especially given the potential for language struggles to lead to misunderstanding and confusion. Aim for communication that is comprehended by the student and offers effective support with language practices.
- Maximise English exposure and practice when hosting more than one international student by ensuring that the students hosted are from different nationalities. Often times this is a direct request and thus an obligation of the homestay agreement.
- Be available at home on the first day of students arrival and be available as needed for the remainder of the day.
- Be living full-time *(7 days a week)* with the student at the address supplied to Nice Homestay. This address is to be same as the home seen in inspections. Nice Homestay must be notified and kept updated of any changes to your circumstances; *(for example: new partner, additional family members, new contact details etc.)*
- Notify Nice Homestay of any concerns or difficulties regarding the student; and if life-threatening call appropriate authorities (police, fire, ambulance) immediately.

Acknowledgement

Please note both homestay hosts (if applicable) should sign this Acknowledgement Page.

I/We, the undersigned, acknowledge receipt and confirm that I/we have read and understand the Codes of Ethics and Conduct, the Guidelines and understand responsibilities involved in hosting homestay students.

I/We confirm I/we will contact Nice Homestay to advise of any student concerns or changes to living arrangements or personal details.

I/We understand that we MUST remain a resident at our current address in Queensland, Australia for the full duration of the student's stay with us.

I/We will contact Nice Homestay or relevant authorities immediately in the event that we have any concerns about the welfare and safety of the student.

If I/we wish to lodge a complaint against the student, we understand that the first point of contact/communication should be to the Nice Homestay Manager.

In the case of unacceptable behaviour by the student, I/we understand it remains our obligation to provide homestay placement until a new and suitable accommodation has been approved and secured, for the student.

I/We the Homestay Host Family MUST NOT disclose any sensitive/private information regarding the student to other students, homestay families, and members of the community.

I/We are aware of the fact that we will be required to provide feedback regarding the student's welfare/safety and general wellbeing.

I/We understand that in accordance with Australian Law it is illegal for possession and/or use of illicit drugs. It is also illegal for persons under the age of 18 years to purchase tobacco products or to purchase and consume alcohol; and so the Nice Homestay Manager is to be informed if the student is found to be partaking in this type of illegal activity. I/we believe the safety and welfare of the student is of paramount concern, and as such it is a host's duty of care to ensure that the student adheres to these laws.

I/we acknowledge that should the student become ill, as homestay host I/we have the authority to seek necessary medical treatment. **Note:** The student is covered by; Overseas Student Health Cover (OHSC). The student must pay for the doctor's visit and claim a refund through their OHSC provider.

I/we MUST notify the Nice Homestay Manager if the student is quite ill, or is involved in an accident.

I/We acknowledge that if for any reason a student needs to be removed from my/our homestay, a partial refund to cover alternative accommodation may be applicable.

Terms and conditions

Please be advised that penalties for breaches of the Codes and this policy will be dealt on a case by case basis by the Nice Homestay Manager. Serious breaches may result in a restriction of homestay students being placed into your home or dismissal of your registration as a homestay host provider. If there are any additional charges for the use of the internet or phone, this should be arranged directly with the student and treated as an external agreement between student and host. We recommend no more than 10.00 AUD per week is charged for internet use if not included in the homestay agreement.

Primary Host

Name

Date

Partner Host (If applicable)

Name

Date

Signature

Signature



International Exchange Foundation
ABN: 61 972 370 269

NiceHomestay.net

www.nicehomestay.net

International Management
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