

Homestay Handbook

Student Accommodation

Welcome to our Homestay Program

Welcome to the Homestay Program for Eynesbury College. This booklet will answer many questions you may have about the program. If you have any further questions, please do not hesitate to contact one of our offices.

Homestay Contact

M: 0421 179 455 Eleanor Low

M: 0427 222 912 Meredith Biggs

M: 0491 052 487 Leeanne D'arville (Afterhours contact)

E: eynesbury.accommodation@navitas.com



Who are we?

Eynesbury College is part of the Navitas group - a global education provider offering English language programs, university pathway programs, and a wide range of degree and diploma options across partner universities worldwide.

Eynesbury College delivers high-quality pathway programs for both Australian and international students, preparing them for academic success at Adelaide University.

We offer the following programs, which provide pathways into a wide range of Bachelor degrees at Adelaide University:

- Foundation Studies Program
- Diploma of Arts
- Diploma of Business Studies
- Diploma of Computing and IT Studies
- Diploma of Engineering
- Diploma of Health Sciences
- Graduate Certificate in Business and Management

Eynesbury College also offers English Language (ELICOS) programs from Beginner to Advanced Levels.

Further information about the different programs please visit eynesbury.edu.au.



The Homestay Experience

Why choose to be a homestay host?

There are varied reasons why families choose to host students. Exposure to different cultures, languages, food, and a genuine desire to make a difference in the life of a young person, are just a few. Some homestays build relationships which last for many years. It can provide insight and shared experiences into new cultures and languages.

Homestay hosts provide care and support to students and take on the carer role for students under 18 years of age.

Why do students choose homestay?

A Homestay experience gives students an opportunity to learn about Australian culture and customs. It also allows students to practice English in everyday situations.

Homestay also provides students with a safe and secure environment, and they choose to live with an Australian family as an extension of their own home environment.

Homestay experience is often the first step to becoming independent. The homestay experience enables students to familiarise themselves with the Australian way of life, preparing them for more independent living or the opportunity of moving into share accommodation.



Homestay Requirements

Homestay Criteria

Homestay hosts have a duty of care to ensure a student allocated to them lives in an environment that is conducive to their successful emotional, social, physical and academic wellbeing whilst studying.

For a Homestay Host to be approved, the following criteria must be met:

- Be aged over 25 years of age [special circumstances exemption may apply] and be a permanent resident of Australia.
- Possess a very high level of English.
- Accommodate only three international students per household unless approved otherwise by Accommodation staff.
- Live within a 30-minute radius of the city centre by public transport and be close to public transport links.
- Agree to provide Working with Children Checks (WWCC) for all members (parents/children/other persons, with the exemption of other international students in the home aged 18 years and over and renew these checks every 5 years.
- Complete a 'Homestay Host Profile' and agree to the conditions of the homestay program
- Agree to an initial home visit and interview with the accommodation officer and any updated review visits as required
- Provide full board or part board for students (under 18 students must be on full board) and whenever possible eat dinner with students.
- The home must be clean and have appropriate furnishings suitable for students including a bed, study desk and lamp and a wardrobe.
- Ensure students under 18 years of age, are living under the main roof of your home [not in a detached room or granny flat] with the Homestay Host(s) listed in the Homestay Profile
- Negotiate with student the reasonable use of living areas, bathroom, laundry facilities, chores etc.
- Have wireless internet available to students with the cost included in the weekly homestay fee.
- Monitor the student's welfare and attendance and provide feedback to the accommodation officer as required
- Assist with everyday living activities (i.e. banking, transport etc).
- Provide receipts to students for any money paid to the homestay [bond, rent and any other payments.

Working with Children Checks [WWCC]

Every person in the homestay (parents/children/regular overnight visitors) in the home aged 18 years and over must now by law have a current WWCC. These checks are to be renewed every five years.

'Under section 4 of the Child Safety (Prohibited Persons) Act 2016 (the Act) any person working with children must have a current WWCC.

A WWCC is performed by The Department for Human Services Screening Unit.

Assessment of the homestay application will be made using the outcome of the WWCC, a home visit and relevant Navitas policies and guidelines. If the documentation provided indicates that a person is unsuitable or there is an unacceptable risk in the person continuing with the duties, it may be recommended that the applicant is deemed not suitable and so may not be approved as a homestay host.

All information provided to the Accommodation Office will be treated confidentially and stored securely.

An accommodation officer at Eynesbury College will initiate a new WWCC with the Department of Home Services (DHS) for each household member as required.

Number of Students in Homestay

An integral feature of the homestay experience is a family environment. It is therefore asked that no more than 3 students be hosted by one family unless approved by an Eynesbury College accommodation officer. If more than 3 students are in your home at any one time, even for a few days, the Accommodation Office must be notified.

Length of Stay

Students are advised that the minimum stay in homestay is 5 weeks and students are required to give two weeks notice of their intention to leave your homestay.

Occasionally, a student may need to be moved (at the discretion of the homestay office) and under these circumstances, homestay families are asked to refund the balance of unused homestay fees.

Students Under 18 Years of Age

Under 18 students who are on a student visa and have nominated the school to monitor their welfare and accommodation arrangements are required to live in approved accommodation [Homestay or Under 18 Residence] on full board until they turn 18 years of age.

Students aged under 18 need to be more closely supervised than those over 18. If you are hosting students Under 18 you will receive additional information from the Accommodation Office regarding the Under 18 guidelines and responsibilities. While hosting Under 18 students, the students in your home must be the same gender.

A student Under 18 may not stay overnight outside the homestay without the permission of the Accommodation Office. Further, a Parent Permission to Stay Overnight form must be completed and signed by the student parent[s].

Under 18 students must not be left unsupervised in your home overnight. If a host is unable to be in the home or is going on holiday etc. the host must contact the Accommodation Office so alternative arrangements can be made.

All under 18 students are also required to meet regularly with Accommodation staff. Accommodation Staff will also check-in with homestay hosts.

A New Life

Student Arrival

The most important meeting for the homestay host and student is the initial one. The student may be nervous, apprehensive and very tired after travelling a long time.

You will be sent a confirmation letter which will provide the details of your new student including flight arrival details. A chaffered car will be arranged to meet the student at the airport and they will be brought to your home.

When the student arrives at your home, be prepared. The bedroom should always be ready - tidy, clean and with fresh sheets. Make sure the student's room is welcoming. Have their room warm in winter and cool in summer months as they have often come from a country with weather conditions opposite to ours. They may be dehydrated so fresh fruit and water, or a cold drink is a good idea, including a light meal. The student may also be tired and so may wish to sleep for a while to help adjust to any time differences.

Checklist to assist students on their arrival

- Transport – metro card / Uber app
- Open a bank account
- Mobile sim card
- Familiarise your student with public transport and where to find timetables
- Familiarise your student with local shopping facilities
- Personal safety
- Provide your student with your name and contact details
- When taking the bus with your student, it is helpful to make the journey complete by including all checklist items in the same trip, where possible.

Adjusting to Life in Australia

It is common for students to experience a cycle of adjustment. The process of adjusting is commonly known as 'culture shock' while they are adjusting to different foods, housing, communication techniques and a whole range of other cultural conventions.

Some common symptoms of culture shock may include stress, fear, mistrust, headaches, nausea, insomnia, fatigue and disorientation. Students do not always talk about symptoms, they may simply withdraw. The symptoms may not show until 3 - 4 weeks after the student's arrival. With the mindful guidance and patience from homestay families, the student will slowly overcome the shock of adjusting to a new way of life.

There are times when your student may have difficulties coping. If you feel your student needs extra assistance or if you find that you need assistance, please contact the Accommodation Office.



Communication

Students will arrive with varying levels of English. Students coming to study English may need extra help with settling into an unfamiliar environment. Speak slowly and simply and check the student has understood what you have said by asking them to repeat what you have said back to you. Ask open ended questions – instead of saying “Did you have a good day?” Ask “What did you enjoy doing today?”

Students may need encouragement to immerse themselves in English language. Encourage students to:

- Use a translator – readily available on mobile phones.
- Write down any words not understood.
- Involving your student in conversations going on around them, even though they may not be able to participate fully.
- Never speak about your student when they are listening. Your student will understand much more than they can speak and may feel excluded.
- Explaining slang words and words with multiple meanings
- Encourage students to join you to watch a movie or the news with you in English, encouraging questions and providing answers.

Banking

Students may need to open a bank account on arrival and will sometimes need some assistance. You can direct the student to the closest bank branch in your suburb or if the student can wait until orientation there are banks close to their place of study where bank tellers are experienced in the banking requirements of international students.

- You may need to let the student know where they can access an ATM close to your home (e.g., supermarkets, service stations).
- Please explain that it is NOT advisable to carry around large amounts of money and avoid using ATMs in isolated or dark locations.
- Remind all students to keep bank account details private.

Personal Safety

Students are informed about how to stay safe in Adelaide at Orientation. It is important for Homestays to reinforce the messages about staying safe on a regular basis by:

- Ensuring the student has public transport information and knowledge of how to get to and from campus.
- Letting them know it may be unsafe to walk around at night in poorly lit areas or accept a lift from a stranger.
- Encouraging students to take a taxi or ride share (Uber) if they find themselves out late at night and have missed the last bus, train, or tram home.
- Making sure they have access to your name, address, and phone number as well as emergency numbers with the understanding that there is always someone at the end of the phone to help.
- Explaining relevant laws, they need to abide by e.g. wearing helmets on bikes, seatbelts in cars, no drinking in licenced venues or gambling under 18.

If a student has ALLIANZ OSHC, they may download SONDER a 24/7 safety and wellbeing service (app).

First Day of School and Orientation

It is the homestay host's responsibility to ensure the student arrives at school on time on their first day and arrangements have been made to ensure the students knows how to return home after classes are finished.

An Orientation Program for new students is held at the beginning of every course. Orientation covers a range of information including:

- An English test may be given to assess for reading, writing, listening and speaking
- Student ID Card
- Overseas Student Health Cover (OSHC)
- Computer orientation including log on details and email address
- Advice on student services at their institution
- Activities to encourage students to make new friends



The Home Environment

The homestay should provide a safe and secure environment that is conducive to study, where English is spoken at all times in the common areas and to encourage student's academic progress and attendance. Establishing household rules and routines is part of the smooth transition into a new way of life.

The following areas also need to be considered and addressed when deciding on the rules and routines to be adopted in your home:

Meals

Students on full board receive all meals except for lunch on school days.

- All students Under 18 years of age in your home are on full board.
- If hosts decide to serve a takeaway meal or to go out for dinner, students on full board are not expected to pay for their meal.
- It is wise to discuss their food likes and dislikes and if the student has an allergy to any food.
- Many students from other cultural backgrounds may not be familiar with dairy products (i.e. cheese, milk, yoghurt). Most are also not familiar with sandwiches as many students predominantly eat rice or noodles at mealtimes.
- Initially students may not be comfortable taking food from the fridge or cupboards. Please show your student what food is available for them and where they may store their own food or drink items.
- A trip to China Town or your local supermarket together, shortly after they arrive can be a great way to find out your student's food likes and dislikes as well as being good 'get to know each other' time.

Breakfast

It is important that students eat a good breakfast, for example fruit, toast, cereal and a hot drink. Some students may ask for an egg, noodles or rice for breakfast. Until the student is comfortable in your home, they may need encouragement and help in preparing a nutritious breakfast.

Lunch

Students are not provided with lunch on school days. On weekends, public holidays and school holidays lunch is to be provided. Instant noodles are not considered an adequate lunch or meal.

While it is not expected that homestay hosts provide lunch on school days, should your student want lunch included, you may charge an additional \$20 per week. There are microwave ovens in the College for the students' use.

Dinner

Students should be encouraged to eat dinner with the homestay so that the day's events can be discussed at the table. This provides the student with an excellent opportunity to practice and improve their language skills.

Students usually enjoy a variety of meals. Some students are used to very hot and spicy foods. Easy ideas like putting appropriate sauces on the table (e.g. chili sauce, Oyster sauce etc) can allow students to flavour meals as they wish. Also remember that students frequently enjoy experimenting with Australian foods and like a good barbeque.

It is a good idea to have a set mealtime. Students should notify you if they are going to be late for dinner. Occasionally you may not be at home at dinnertime. Please ensure that students know what to eat and how to prepare the food.

Students will often not be familiar with the way we store and prepare food. Meat in Asian countries is bought and cooked fresh daily. You may need to explain that many Australian families freeze meat and therefore does not need to be consumed by the use by date.



Bedroom

The student's room should be welcoming where they feel comfortable and secure and enjoy privacy or a quiet place to study. Each room must be provided with a comfortable bed with linen, desk with chair, lamp, wardrobe with good lighting and a window for ventilation. Students are responsible for keeping their room tidy. It is a good idea to monitor students who spend too much time in their room as this can lead to feeling isolated.

Students should not be asked to share a room unless this arrangement has been approved by the Accommodation Office.



Bathroom

- Ensure your student knows how to use the bathroom and how to adjust the hot and cold water, where to hang wet towels and where to place their personal bathroom items.
- Explain the times students may use the bathroom. Students are often not aware of any water restrictions or minimizing water usage. Showers should be limited to one 5 - 10-minute shower per day.
- Students should provide their own personal toiletries including shampoo, conditioner and other hair or body products. Homestay supplies toilet paper
- Female students need to be provided with paper bags or a bin and an explanation of how to dispose of sanitary napkins or tampons. This may be a sensitive issue for some students so care should be taken to be discreet.
- Explain toilet use especially regarding flushing used toilet paper. Half and full flushes will need to be explained.

Laundry

- The homestay host is responsible for attending to the laundry of students Under 18 years of age. Please make sure students know where to put their dirty washing. Ironing is to be negotiated with the student.
- Students over 18 washing arrangements can be negotiated with the student
- Some students prefer to wash their underwear. This process must be explained to the students, and a discreet place to dry their underwear may be found to avoid hanging damp garments in their room.

Power and Water

Student use of household resources will often reflect that which is usual and acceptable in their own country. Talk to students about water and electricity usage. While the house should be kept at a comfortable temperature, students should be dressed appropriately and be shown how to make their bed warmer or cooler by adjusting quilts and blankets.

Internet

Most students will arrive with a laptop. Unlimited wireless internet should be available to the student at no extra cost.

Home Security

- It is expected that students will have a key to your house.
- Students should keep this key secure the key should never be given or shared with anyone else.
- Show students how to maintain security in your home.

Pets

Students are sometimes wary about meeting the family pet. Introduce your pet to the student slowly. Keep pets locked up or at a distance when the student arrives. Pets should not be in students' bedrooms unless specifically requested by the student.



Other Information

Study Tours

Study tours are groups of students who come to Australia for a short time, usually up to 10 weeks. Students travel together to learn about Australian culture, improve their English and participate organised cultural activities and outings.

Student Employment and Tax File Number

Students usually come to Australia to study on a Student Visa [Subclass 500]. This visa allows students to study and work for up to 48 hours per fortnight during terms / trimesters – there is no limit during study breaks.

All students are reminded at Orientation that they are in Australia on a student visa to study. At no time should work impinge on study. If you are concerned your student is having difficulty balancing work and study, please encourage them to talk to accommodation staff on campus.

If the student finds part time employment, they will need to apply for a Tax File Number (TFN). This is done by completing an online application form at the Australian Taxation Office (ATO). Students may need assistance to complete this form.

The form can be accessed at taxfilenumber.org/

Transport

Homestay hosts are required to assist the student to travel to and from their homestay on their first day on Campus. Bus and train information can be accessed via the Adelaide Metro Website: adelaidemetro.com.au/

International students are entitled to a student multi-trip ticket. Students must pay full fare until a Student Identification Card is issued and this must be always carried with them, or they risk incurring a fine by the Transport Board Inspectors. Assisting the student to download the Uber app may also be helpful.

Smoking and Drinking

Students under 18 years of age are not permitted to buy or consume alcohol. Students over 18 should not bring alcohol into your home without consent.

Students have been made aware that smoking is not allowed in most Australian homes and is not permitted in public buildings including on campus.

Visitors & Going Out

Students should inform you if they wish to have friends to visit. Most families are happy to accommodate friends if they are given enough notice and leave at a reasonable time.

Students often go out with friends after school or on weekends. If they will not be home for dinner, they should let you know well in advance and let you know what time they will be home. Staff at the Accommodation Office recommend that going out during the week be minimal, as the student will usually have homework.

Behavioral Issues

Sometimes a student needs a little extra help. The following are some examples of when it might be necessary to speak to Accommodation Office staff. Counselling and support services are available at every campus.

- Having trouble communicating with a student
- Student is isolated and spends lots of time alone in their room.
- Changes in student behaviour
- Student discloses bullying or harassment.
- Items have gone missing from your home.
- Student is consistently not paying homestay fee on time.

Sexual Assault and Sexual Harassment

Students and Homestays have a right to a safe and secure environment. Any form of sexual harassment or assault by students or to students on campus or off campus will NOT be tolerated.

Sexual harassment is any unwanted or unwelcome sexual behaviour, which makes a person feel offended, humiliated, or intimidated, regardless of friendship or attraction.

See further information and resources here:

Sexual Assault & Sexual Harassment eynesbury.edu.au

Home | 1800RESPECT

Mandatory Notification

In South Australia a wide range of people are required by law to report a reasonable suspicion that a child or young person is, or might be, at risk. Reports are made to the Child Abuse Report Line (CARL). This is a legal obligation that is covered by the Children and Young People (Safety) Act 2017 (section 30). These people are called mandated notifiers.

To report/notify suspicion that a child or young person is, or may be, at risk of harm, telephone the Child Abuse Report Line (CARL) 13 14 78. The report line is available 24 hours a day.

Mandated reporters or notifiers and their role | Department for Child Protection.

Fire Safety

Explain to students soon after arrival what to do in an event of a fire including evacuation procedures, a designated meeting spot and how to contact emergency services. Please also ensure the home is equipped with working fire alarms and students also understand their purpose. For further information please refer to the following website: mfs.sa.gov.au/.

First Aid & Medical Needs

Always check with a student to see if they have any medical conditions you need to be aware of. Accommodation staff will notify homestays and provide information about any medical needs when indicated on the Accommodation Request. If a student is taking medication, you might need to provide safe storage of the medication especially if you have young children.

Have a first aid box which is easily accessible and make sure students know where to find this.

Overseas Student Health Cover

It is a condition of a student visa that students have Overseas Student Health Cover (OSHC) for the entire duration of their stay in Australia. OSHC gives students access to out of hospital and in hospital medical services. Students are issued with a card on arrival, usually during Orientation. Information on OSHC can usually be accessed by students online or via an App.

OSHC Health Care usually offers:

- A 24-hour emergency helpline
- Contact with dedicated representatives.
- Access to direct billing / bulk billing Doctors
- Claims processing on-campus with vouchers redeemable for cash at Australia Post outlets.

When students are ill or need to see a doctor, please advise them of the nearest medical centre. If students need to pay upfront for the service, they can retain the receipt and meet with a health care representative on campus who will help them to process their claim for re-imburement. Claims can also be made online.

Insurance

Contents

Students are advised to insure all their personal items while in Australia. Your home insurance may not cover the students' belongings so it is a good idea to check to see what cover may be available to students who are living in your home. It may be difficult for students to find insurance for their belongings while in Australia. Students can contact the Student Services Centre for further information.

Homestay hosts must also check they have adequate insurance cover for their home. Please ask your insurance company if your policy covers students or 'non-related residents'. You may even ask for a Certificate of Currency to verify students are covered.

Public Liability

It is also important that homestay hosts have Public Liability Insurance to cover students who may be injured in your home. Check with your household insurance provider for cover.

If you are living in a unit or apartment, the strata insurance may include Public Liability, so you may not need additional cover. If you are renting

your home, you are obligated to advise the landlord of who will reside in the home otherwise the landlord's insurance may not cover students for public liability.

Please Note: Accommodation Staff may ask for an Insurance Certificate of Currency at any time, and it is the homestay host responsibility to ensure their coverage is always maintained when a student is living in the home.

Critical Incidents

A critical incident is a traumatic or threat of a traumatic event which may cause strong emotional or psychological distress or injury. This may include but may not be limited to:

- injury, illness or death of a student or of a Homestay Host or student's family member
- a missing student
- severe verbal or psychological aggression or physical assault
- student witnessing or involved in a serious accident or incident of violence.
- social issues e.g.: drug use, excessive drinking of alcohol, sexual assault
- damage to property
- any incident involving emergency services such as police or ambulance.
- natural disaster e.g.: earthquake, flood, windstorm, hailstorm or extremes of
- exposure to extremes in temperature
- fire, bomb threat, explosion of gas or chemical hazard

In the event of a critical incident or emergency, students should be taken to the Accident and Emergency Section of your closest public hospital [listed below]. If necessary, an Ambulance should be called.

Accommodation staff must also be contacted immediately. Emergency mobile numbers are provided in the Campus Contact Details on the back page of this booklet. These numbers can be used in emergencies at any time.

Accommodation staff will need as much information as possible including:

1. Full name/Student ID of the student(s) involved.
2. Where/When/How did the incident /injury occur?
3. How severe is the injury?
4. Current location of the student?
5. Have emergency services been contacted?
6. Have any other family members/anyone else been contacted?
7. Is an interpreter required?

Accommodation staff and/or other school staff will maintain communication with the Homestay to help provide advice and support until the incident is resolved.

Public Hospitals

- **Flinders Medical Centre**
Flinders University, Flinders Drive, Bedford Park
Phone: 8204 5511
- **Royal Adelaide Hospital**
Port Rd, Adelaide SA 5000
Phone: 7074 0000
- **Queen Elizabeth Hospital**
Woodville Road, Woodville South
Phone: 8222 6000
- **Modbury Hospital**
Smart Road, Modbury
Phone: 8161 2000
- **Women and Children's Hospital**
King William Road, North Adelaide, Phone: 8161 7000
- **Lyell McEwin Hospital**
Haydown Rd, Elizabeth Vale SA 5112
Phone: (08) 8182 9000

Emergency Contact Numbers

Mental Health Emergencies, Crisis, or Suicide

Mental Health Triage 24 Hour Service for Mental Health Crisis
Phone: 13 14 65

Lifeline - Counselling, Crisis Support, Suicide Prevention 24 Hours
Phone: 13 11 14

Beyond Blue – Mental Health Support Service. Advice. Action. 24 Hours.
Phone: 1300 22 4636

Domestic or Family Violence / Sexual Assault / Rape

1800RESPECT - Domestic family and sexual violence Counselling Service
Phone: 1800 737 732

Yarrow Place - Sexual Assault and Rape Counselling Service
Phone: 8226 8787

Grievances

If an issue arises in any aspect of the homestay program which you consider unreasonable or unjust it is recommended that you contact the accommodation office or the Eynesbury College Wellbeing Team coordinator via email. If you are still not satisfied there are more formal steps you can take to resolve the issue.

These steps can be outlined by contacting the Accommodation Office:
eynesbury.accommodation@navitas.com, or the Wellbeing Team coordinator: Leeanne.D'Arville@navitas.com

Homestay Contact

M: 0421 179 455 Eleanor Low

M: 0427 222 912 Meredith Biggs

M: 0491 052 487 Leeanne D'arville
(Afterhours contact)

E: eynesbury.accommodation@navitas.com

Campuses

Adelaide University's Adelaide City Campus - East

Level 4, Brookman Building
North Terrace, (Corner of Frome Road)
Adelaide SA 5000

Coglin Street Campus

16-20 Coglin Street
Adelaide SA 5000 Australia



**Apply now, or contact us
for more information**

eynesbury.edu.au eynesbury@navitas.com

Pathways to Success at **Adelaide University**

proudly recognised as a member of Navitas

advantage