



## Camberwell High School International Students' Program Policy and Guidelines for Homestay Providers and Third Parties - 2019

Department of Home Affairs, along with the International Student Program Unit of the Department of Education and Training, sets regulations for the provision of welfare and accommodation of students. Please read the following guidelines that provide information on the roles and responsibilities of homestay providers and students within Camberwell High School's International Student Program,

### **Homestay Provider Requirements:**

- Homestay is a term used to describe full board accommodation offered by a family, a couple or a single person for which a set weekly fee is charged. This fee covers all expenses associated with providing food and shelter to an international student. (see p.3)
- Communication between the School and homestay families is very important. It is essential that homestay hosts contact the School under the following circumstances:
  - If your student is sick – call the school on 9831 8353 to obtain an “approved absence”. If the student is absent for two or more days, a medical certificate is needed. (see page 4)
  - Any changes to your homestay household must be documented by the School, including:
    - If the main homestay provider is going to be away
    - Family members or friends who stay in the home or are coming for an extended visit – appropriate paperwork must be in place (see below).
    - Other international students moving in or out
- Homestay host parents must reside at the same address as students **at all times**.
- If you are going to be away for a night, weekend or longer you must contact the School. Students must NOT be left alone with no homestay provider in the home – we will move the students into temporary Homestay if necessary
- Students are only permitted to travel or stay away overnight under very limited circumstances (see page 5). The School must be notified if your student is intending to travel as this is only permitted with School permission.
- Homestay hosts are expected to know the whereabouts of their homestay students at all times and who students are with. Please reiterate that students should return home by an agreed time as stipulated on the Homestay Responsibility Agreement which homestay families and students are required to complete when the student moves in. (see p. 4 )
- Under the Quality Standards set by the Department of Education, no more than three international students can be placed in one homestay.
- Under Child Safe Standards Homestay Providers play an important role in keeping students safe. Homestay Providers must monitor student safety. It is the responsibility of Homestay Provider to collect information and inform the International Department if a student starts a job, starts tutoring or meets/visits extended family/friends in their homes.
- Homestay Providers must report any concerns about child safety to the CHS International Office/Student Welfare office or if it is an emergency, you must call 000.
- Homestay Providers are provided with a copy of the school's Child Safety Policy and with a copy of the guidelines Protecting Children from Abuse: for Parents and Carers. Homestay Providers are required to read, understand obligations and comply with the school's child safety code of conduct.
- All persons in the homestay over the age of 18 are required to obtain a Working with Children Card (WWCC), except international students. This card is valid for five years and it is the responsibility of the homestay family to ensure valid copies of WWCC cards are held by the School at all times.
- Short term visitors who stay overnight in your home are required to provide a valid WWCC to the School. These forms must be completed and provided to the School prior to your guests' arrival.

- Homestays with Camberwell High School are paid \$340.00 per week including internet (from 15/7/2018). Payment for retaining a room when the student returns home for holidays, (the “holding fee”), is set at a maximum of \$100 per week. (see page 4)
- Students will be given a card with all relevant contact details (including your name, address and contact numbers) upon arrival at the school. Please ensure your student carries this card with them at all times.
- Students will need to be provided with a house key.
- If your student has a job, please inform us of the type of job and working hours
- Privacy is very important to students, and the personal possessions and space of students should be respected. Please do not go into the student’s room unless you have *informed them* that this is necessary (e.g. for cleaning purposes). However, the School expects that students will not have visitors of the opposite sex in their room with the door closed.
- **The School provides an annual event for Homestay Providers where at least one representative from each homestay family is expected to attend:**
  - Term 2: The Homestay Workshop, where homestay families come together to share strategies and tips for providing the best possible care for their students. Any changes to homestay regulations will be highlighted.
- The School will monitor students placed in homestay accommodation and maintain regular contact with providers of the accommodation to ensure the students’ successful adjustment to life and study in Victoria.
- The School is required to conduct an annual review of each homestay provider and inspect the homestay at least twice per year. (see page 6)
- It is necessary to contact the School if there is any disagreement, dispute, discomfort, danger or concern about the international student. If the homestay is found to be unsuitable or if there is any danger or a dispute cannot be resolved, it may be necessary to move the student to another homestay provider.
- If a homestay provider wishes to terminate the homestay agreement, the student and the School must be given at least two weeks’ notice (see page 7)
- Please contact us if you have any concerns or questions about your student, and **note:** An ‘uncle’ or ‘auntie’ who is not a blood relative is not the official Carer (Guardian) unless approved by the school. Please let the School know if you are contacted by any other person claiming to be the student’s guardian. We hope that you enjoy being part of the International Student Program at Camberwell High School, and thank you for your support.
- Homestays providers should ensure that they have sufficient insurance to cover accidental damage and any other claims which may arise while having a homestay student in their home.

### **Student Requirements**

- Homestay students must stay in the Homestay home every night. Students are not permitted to spend the night away from the homestay, unless prior permission has been given by the School. (see page 5)
- Travel - International students in homestay accommodation are not permitted to travel away from Melbourne unless permission has been given by the School’s Assistant Principal. Written approval of the student’s parent is also required. The homestay provider must not agree to any travel plans unless approved by the School. (see page 5)
- School Holidays - Students need to inform the School and host family in advance if they are returning home for the school holidays or in limited circumstances, with school and parental permission, staying with local relatives.
- Christmas break - All Students are required to return home during the Christmas vacation as the School is closed during the Christmas Vacation. Students must not book travel tickets without gaining approval of travel dates from the School’s International Student Coordinator. Students are required to bring a copy of their travel itinerary into the International Student Office.
- Medical - All international students are covered by Medibank Private health insurance. The student will need to pay for medical treatment and then claim for a rebate from Medibank. You may need to take them to see your local or family doctor when they are unable to seek medical advice by themselves.
- Homestay Responsibility Agreement – Students are to complete a Homestay Agreement with the Homestay Host. (see p. 4)
- Going Out - Students will need to ask permission from their homestay family if they wish to go out. Students must notify you if they will be home late or if they will not be home for dinner. For safety reasons students

should tell their host family where they are going, with whom, and the expected time of return. It is expected that students will return home by the time agreed in the Homestay Agreement. If your student is regularly returning home late it is essential that you contact the International Student Coordinator. (see page 4)

- Students are expected to be contactable at all times – ensure that your student has your contact details and that they understand they must contact you if they are running late.
- Visitors - Students should ask permission from their homestay family before inviting friends to visit them.
- Students are required to give the School and homestay provider at least two weeks' notice if they want to change homestay. (see page 7)

## ***Further Information***

### **What is Homestay?**

Homestay includes providing:

- A single room for the student's use
- Three meals a day, seven days a week
- Facilities – a bed, wardrobe, towels and linen
- Utilities – gas, electricity, heating and water costs
- Cleaning services of common living areas
- Use of living areas within residence
- Study facilities – desk, study light, bookcase.

### **Placement of a Student in Homestay Accommodation**

An international student will be carefully matched to a compatible homestay family. Suitability will be determined according to the information provided on the Homestay Information Form.

Students already attending the School or a language school in Melbourne may require a new homestay. If this is the case the Homestay Coordinator may give the student your contact details directly for the student to arrange a visit with you. In the case of younger or less confident students, the Homestay Coordinator may contact you directly.

If a student placed with you is new to the country, the Homestay Coordinator at the School will contact you as soon as the student's arrival details are finalised. The student will be collected from the airport by a representative from the School and brought to your home. Sometimes there may be a delay in the arrival of a student due to the length of time taken to obtain a visa. Please let the Homestay Coordinator know how long you are willing to keep the homestay placement available.

### **Living with an International Student**

Host families are encouraged to assist the student's cultural adjustment and support their community and social integration. This may include taking the student shopping, to your local library, swimming pool etc.

International students studying in the schools sector are teenagers, and arriving in a strange country can be a new and daunting experience for them. They will have to adjust to a different lifestyle, food, culture and language and many will also have very high expectations for academic achievement. Students may initially feel homesick or lonely and may show a lack of enthusiasm at times. Tiredness and minor illness is often an initial reaction. To overcome these feelings of cultural dislocation, we ask that you are supportive and understanding during this period. Although the assistance needed from you may seem fairly intense when students first arrive, this usually changes after the first weeks, once students have adjusted to their new environment.

### **Important areas for you to consider**

- A knowledge and understanding of the needs of adolescents
- An understanding of, and respect for cultural, linguistic, religious differences
- The needs of young people away from their home environment
- A flexible approach to discipline, house rules, cooperative living

Homestay families should also be aware of the following:

- Camberwell High School accepts international students for homestay from years 10 – 12 only. New students are provided with a booklet that explains safety issues and details of living with a homestay family. However, some students may have attended Boarding School or be used to considerable freedom in their home country and they may find it strange to be expected to notify their homestay of their movements

- Camberwell High School's motto is – “I am learning to be considerate of others”. Remind your students that their responsibility to notify you of their plans and any changes to routine, especially if they will be absent for meals, is the same as the courtesy expected from all family members
- Many students will not be used to doing household chores, and may have servants in their own home. The sharing of household tasks that is common to Australian families will need to be carefully explained.

### When Your Student Arrives - It is important to:

- Ensure your student has a mobile phone and SIM card (if not please assist them to buy one), record the student's mobile telephone number and ask them to record your contact information
- Explain directions to the School, procedures for purchasing a Myki, and the location of train, tram and bus stops and timetables.
- Assist your student to open a local bank account and explain to them the dangers of taking large sums of money out with them.
- Complete the Homestay Responsibility Agreement and send it to the School.

### Homestay Responsibility Agreement

The School is required to keep a copy of a **Homestay Responsibility Agreement** in the student's file, with details of conditions of the placement, such as Homestay rules, costs, use of homestay facilities and what time the student should be home by. Although this is not a formal contract, it can protect both parties if disputes occur. The school will send a copy of this agreement to you shortly after the student has arrived and we ask that **you and the student sign and return one copy to the school and retain a copy for yourself. Students should not be asked to sign any other form of contract.**

### Homestay Payments

The School and the Department of Education's International Student Program Unit prefer that students are not required to manage homestay payments. The School encourages parents to make full semester payment to the School, and that the School manage the payments to homestay providers. Hence the School will pay the homestay family directly on a monthly basis. The school will make payments 2 weeks in arrears and two weeks in advance, in order to prevent seeking repayments from homestay families if the student or homestay give the school two weeks' notice of intention to move. We can also assist the student's parents and the homestay provider to establish a payment method through which the parents pay money directly to the homestay provider each fortnight or month.

Homestay providers need to provide banking details to the school for direct transfer process.

Students over the age of 18 years are permitted to pay the homestay fees directly. Please ensure you provide your student with a receipt for all homestay payments in order to prevent any confusion about payment which could arise.

Homestays are **not permitted** to take any bond from students. Normal wear and tear is to be expected. Should any damage to your property occur, please ensure that you obtain written quotes for any repairs and submit them to the Homestay Coordinator prior to repairs taking place.

A student should not ask to borrow money from the homestay, and any financial difficulties or problems with rental payment should be directed to the International Homestay Coordinator. **Under no circumstances should a student be asked to lend money to their homestay.**

### Attendance

International students' visa conditions are very strict and regular attendance is essential. All Students in our Senior School (Years 10, 11 & 12) are required to have at least 90% attendance. Low attendance will result in a student being reported to the Departments of Education & Immigration. If your student is sick, it is essential that homestay parents contact the School on the morning of the day of absence. It is then possible to give the student an “approved absence” so that the student's visa status is not affected. If the homestay parents leave for work before the student is out of bed, the student must call the homestay if they are sick, and the homestay should then contact the School.

### Going out

Sometimes students may have after-school activities and may be home later than expected. It is reasonable to expect that they should be home at a specified time and you will need to establish appropriate times for them to arrive home on week nights and weekends. It is expected that international students would be home by the following times:

	Sun - Thur	Fri – Sat
Language School	5.00pm	6.00pm
Year 10:	6:30 pm	9.00 pm
Year 11:	6:30 pm	10:00pm
Year 12:	6:30 pm	10:30 pm

If students have weeknight activities or work commitments, later weeknight home times can be negotiated, however it is expected that homestay students will usually eat dinner with their homestay families, and focus on their studies in the evenings.

Please remind students of the following for their own safety:

- It is advisable not to carry too much cash.
- It is best to travel in a group whenever possible.
- Avoid catching public transport late at night (i.e. after 8pm).
- Avoid “unsafe” areas in Melbourne at night.

## Overnight Stay Arrangements

International students in homestay accommodation are generally not permitted to stay away from their homestay. **The student must have School and parental permission to stay overnight away from their designated homestay provider.**

- In limited circumstances, permission will only be given:
  - a) If the student requests to stay with friends in another Camberwell High School approved homestay
  - b) If the student wishes to stay with direct “blood” relatives in Melbourne

**Homestay hosts cannot give their students permission to stay away overnight**, and will be notified by the School if their student has been given permission to stay away overnight.

**Note: Homestay host families must notify the School International Student Coordinator if overnight stay arrangements are not observed.**

If a student in homestay accommodation leaves without notice or stays overnight away from their designated homestay without permission, the homestay provider must report the matter immediately to the School’s Homestay Coordinator, International Student Coordinator or Assistant Principal as this is a breach of the student’s visa conditions. A breach of this visa condition is a very serious matter and could result in a students’ visa cancellation.

***It is essential that the School is given at least two weeks’ notice if a homestay provider is to be away for one or more nights – in this case the student will be temporarily moved to another School approved homestay.***

## Travel

The student will only be permitted to travel, subject to the above approvals, in the following circumstances:

- The student is travelling with his or her homestay family on a holiday.
- The student is travelling on a school camp or excursion supervised by school staff.
- The student is travelling in the company of a **direct** (blood related) family member over 21 years of age (parent, sibling, aunt/uncle, etc.) who will accept responsibility for the student during the travel.

**Homestays must receive confirmation from the School that travel is permitted.**

Dates of departure and return are at the discretion of the School’s Assistant Principal; however, students will not be permitted to travel during the School term:

## Term dates 2019

Term 1:	31 January – 5 April
Term 2:	23 April – 28 June
Term 3:	15 July – 20 September
Term 4:	7 October – 20 December*

\*In the Senior School each year level has a different completion date. Generally they are as follows: Year 10 – end of the first week of December; Year 11 – end of November; Year 12 – after final exam

Please ensure that your student is comfortable with finding their way to and around the airport and understand the check-in and departure procedures – some of our younger students have never travelled alone and will need your assistance.

***Note: All Students are required to return home during the Christmas vacation as the School is closed during the Christmas vacation. Students must not book travel tickets without gaining approval of travel dates from the School's International Student Coordinator. Students are required to bring a copy of their travel itinerary into the International Student Office.***

## Student Responsibilities

Students should be made aware of their responsibilities which include:

- keeping their bedroom and study area tidy
- keeping other areas of the house tidy after use, including the kitchen, bathroom and toilet
- keeping their valuables and personal possessions safe and not to leave them lying around the house
- placing valuables in a safety deposit box or with the homestay family for safekeeping.
- respecting the property of homestay hosts.

## Food

We have found that food is the main cause of problems for our International students and the main reason why students ask to change homestays, even when they really like the host family. Before leaving their home country, most students request a traditional 'Australian' family so that their English skills can improve, but find after some time here that they have 'food fatigue' and long for familiar dishes!

Students may not have experienced a western diet - apart from the fast food chains! Some may not be used to eating with a knife and fork. Discussion of likes and dislikes, and encouragement for students showing you what they like to cook, can be helpful. Many students are not familiar with the western norm of freezing fresh or cooked food and defrosting it for later use.

Most students are used to eating a hot meal, usually a rice dish, at breakfast and lunchtime. Sandwiches for lunch are tolerated but are not very popular. Like all teenagers, our international students are likely to be very hungry when they return from school, particularly if they have had sandwiches during the day. They may also have been used to eating dinner quite early in the evening – 5 or 6 o'clock. Plenty of healthy after-school snacks will be needed for your student. The school has microwave ovens for student use and rice dishes can be quickly reheated if you have leftovers from the previous night's dinner.

## Transport

International students aged 5 to 18 can travel on a Child myki (Concession fare). If the student is aged 17 and 18 they must carry a government issued proof of age ID (such as a passport, learner permit, driver licence, Proof of Age card), or proof of another concession entitlement (such as a PTV School Student ID or Health Care Card).

It is recommended students who are 17 and 18 obtain a PTV school student ID so they don't need to carry a passport etc with them. They may obtain a PTV student ID application form from the school office or PTV website.

## Monitoring Homestay

A home visit involves a discussion between the Homestay Coordinator and the homestay provider regarding the student, and any issues which may have arisen. It is also necessary to inspect the student's bedroom, bathroom, kitchen and general living areas. This requirement is in addition to any reviews that may be conducted by a homestay referral service.

**It is essential that the School is notified if conditions within the homestay changes** – ie students from another school, or other tenants move into the homestay, relatives or friends come to visit and stay overnight, or a homestay parent is travelling away from the home.

## Giving Notice

Once a homestay provider has been allocated by the School, this provider will be reserved for a student. It is therefore expected that the student remain in that accommodation for a reasonable period of time (i.e. 3 to 6 months) before giving notice, unless exceptional circumstances occur. If an international student is not happy with the homestay accommodation that has been arranged, they can request a change of homestay, and ***the School's approval must be sought before proceeding with the termination – please notify the School first if relocation is necessary, rather than involve the student, as this can cause unnecessary stress for an international student in an unfamiliar country.***

## Office Hours and Contact Information

Office hours are Monday to Friday from 8 am until 4:30 pm. If you want to contact a member of the International Student office outside these hours, please email or phone the office and leave a voicemail message.

However, **in emergencies** – for example if your student has not come home, or they become seriously ill, please contact office staff on the mobile numbers provided:.

**Mrs Maureen Salter (Assistant Principal) Contact in case of Emergency**

Ph: 9836 0555 (bh)                      Mob: 0409 836 083

Email: [mckenzie.isabelle.i@edumail.vic.gov.au](mailto:mckenzie.isabelle.i@edumail.vic.gov.au)

**Ms Jessica Yin (International Student Coordinator) Contact in case of Emergency**

Ph: 9836 0555 (bh)                      Mob: 0438 034 373

Email: [zyy@camhigh.vic.edu.au](mailto:zyy@camhigh.vic.edu.au)

**Mrs Phoebe Low (International Student Coordinator)**

Ph: 9836 0555 (bh)                      Mob: 0429 181 009

Email: [zpl@camhigh.vic.edu.au](mailto:zpl@camhigh.vic.edu.au)

**Mrs Cathy Addison (International Student/Homestay Coordinator)**

Ph: 98360555 Mob: 0417 338 949

Email: [zca@camhigh.vic.edu.au](mailto:zca@camhigh.vic.edu.au)

School Address:                      Camberwell High School

Prospect Hill Road

Canterbury 3126

Fax:                                      9836 0194