

Under Age Homestay Host Information



Welcome to Hosting under 18 students with Griffith Homestay.

Hosting students can be both a rewarding and challenging experience. If you are considering hosting under 18 students then there are certain criteria that must be considered before taking on this responsibility. Remember that Under 18 students are here to learn and adapt to Australian culture and seek guidance and assistance from their host parents with their studies and day to day learning.

Griffith University are required to comply with legislation relating to underage care in accordance with the ESOS Act and National Code. Requirements include: student accommodation, student services, Homestay orientation procedures and accommodation standards.

Homestay Hosts are expected to:

Develop positive relationships with students which are based on mutual trust and communication and a duty of care for their welfare.

Homestay Hosts represent the University and are expected to take responsibility for the student's welfare and supervision outside of the University and ensure they abide by the Curfew times.

Host Families must contact the University, Homestay Coordinator or Student Advisor about issues effecting their student, household or homestay arrangements; or in case of an accident, serious illness or medical emergency. Hosts can also register problems or concerns on the Study Stays system on their dashboard.

Liaise with the University concerning student behaviour, conduct or any issues that may affect the student's progress.

Homestay Hosts are expected to provide a safe environment, be aware of issues effecting under 18 students, and provide a high level of care and welfare for young students.

Respect the students' right to privacy whilst realising that privacy does not equate to isolation allow them space to be alone.

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.

Hosts taking care of Underage students must have a level of understanding dealing with adolescents and their behaviour.

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.

Abide by the terms and conditions of the Privacy Act, respect the privacy of students and their personal or medical issues, and not disclose this information without knowledge or permission of the student.

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Provide the student with a private, clean, and warm bedroom, desk, bed, linen, wardrobe or hanging space, good healthy food, laundry facilities, and a supportive environment. Only provide single room accommodation. A student is not to share a room with another student or with a member of the family, unless specifically requested.

Offer help, guidance, support, and encouragement with language practice, 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).

Provide an orientation within the family home e.g. use of pool area and 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.

Provide information about swimming in the pool and any other activities that the host may provide in the home environment that may be deemed hazardous.

Should the homestay student wish to return home during holiday periods of more than 2 weeks students can expected to pay up to 50% of the homestay fee to the Host family to either store their personal items or to secure the room.

Homestay Hosts must ensure that students are provided with information relating to transport to and from their place of residence.

Provide meals per day per week including weekends (unless otherwise required).

Notify the Homestay Coordinator of any change of circumstances in the household e.g. additional residence, pets, renovations, occupants, visitors or relatives

Take relevant precautions to protect members of the host family or individuals residing in the homestay against health related matters. It is important to note that students are not obligated to inform their host family about personal health issues but should show a duty of care to all individuals residing in the household.

Homestay families must not host more than one student of the same nationality at the same time unless under exceptional circumstances or advised by the University.

All student complaints or comments are recorded. Any repetition of the same issue in a Homestay will result in further investigation and or suspension or cancellation of registration with Griffith Homestay.

Assist the student to seek necessary medical attention and obtain proper medical certificates in case of absence from classes
Inform the University or Student Adviser in the event of any problems.

Assist the student to abide by University, visa requirements and homestay conditions.

Ensure that all occupants of the house are registered on the homestay profile.

It is important to be aware that underage female students should not be placed in homestay accommodation where there are young males living in the house and vice versa. This is to protect both the host and student.

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Each house is inspected in accordance with Griffith Homestay Policy and verified on a 6 monthly basis in accordance with National Code and ESOS Act Standard 5.

All members of the Homestay household over the age of 18 must possess a Blue Card issued by the Commission for Children and Young People and Child Guardian. Some hosts may also have an exemption card. These apply to teachers and other professional fields.

For more information and to apply visit.

www.ccypcg.qld.gov.au

Telephone number: 3247 5145 or 1800 113 611

All Blue cards are verified on the system to ensure that they are current and that each occupant over the age of 18 possesses a valid Blue Card. If Hosts possess a valid Blue Card issued by another provider then they must complete a Blue Card Link Form and return to Griffith Homestay to be processed and signed.

Student Requirements

The student must live in University approved homestay accommodation until 18 years of age and not change that accommodation unless written agreement is obtained from the parent/legal guardian and the University.

The student cannot transfer between University homestay providers without written agreement from the parent/legal guardian.

The student must act responsibly and not partake in risk-taking behaviour.

Students must abide by the curfew times.

Students meet with the GELI Student Advisor regularly during their program. The Student Advisor will provide support with cultural adjustment, homestay questions, stress management, relationship advice, and academic monitoring.

Students are not permitted to smoke.

Students are not permitted to drink alcohol.

Students are expected to assist with house chores (housework).

Students are expected to pay for any damage to family property if they are responsible for the damage.

Students are expected to talk with their homestay family and take part in their day to day activities as this will help develop a positive relationship as well as improve their English language skills.

Please make sure that you provide your student with your Address and Contact Details and information about bus routes and catching buses. Provide the student with alternate bus routes.

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In the first few days after they arrive orientate your student around your suburb so that they become familiar with their surroundings

Public Transport

In general, Host families are not required to transport students to and from the University unless they are part of a specialised tour or group that have requested daily transfers. Students like to be independent and live close to their campus of study with easy access to public transport.

Student will need to purchase a GO Card. Please assist the student with this process when they arrive in Australia and if possible travel with them on the bus route to and from your house to ensure they are comfortable with the process.

ELICOS or English language students are not eligible for concession fares, they require an Adult Go Card.

Full fee paying overseas students or FPOS students are eligible for concession fares and require a Student Go Card.

For public transport information and timetables: www.translink.com.au.

Travel Arrangements

Students who are under 18 are not permitted to stay at friends or relatives homes unless they have filled in the Travel and Accommodation Request Under 18 Form and been given permission.

Students cannot travel to Brisbane or the Gold Coast or any other city in Australia or any distance further than 25kms away from home without prior permission from Griffith English Language Institute, the Student Adviser or the University. Travel taken without prior approval may result in their enrolment being cancelled. For example if you live in Brisbane and you want to take the student to the Gold Coast for an excursion then you must wait for travel to be approved by GELI.

You will be contacted by email if permission has been approved. Students also require permission to stay at another homestay house from the Student Adviser.

Under 18 students are not permitted to catch Ubers unless accompanied by someone **18** years of age or older on any ride.

Under Age students are not permitted to travel in vehicles with learner drivers, P Plate drivers or any driver under the age of 21 years of age.

This is a requirement for all under-18 students who are under the welfare of the University and in accordance with the ESOS Act and National Code.

Under 18 students must book with Griffith University Airport transfer services and pay any additional fees for airport transfer when they arrive in Australia and when they return to their home country. Under 18 students returning to their home country must advise the Student Adviser and book an Airport transfer.

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Host Families are not required or permitted to transport students to the airport without permission from the University.

Internet

Internet is desirable in the Homestay House as many students rely on the internet to complete their studies and contact family and friends back home in their country and in Australia.

We recommend that you charge the student up to \$10 per week for the internet.

Discuss internet usage with your student e.g. times that they can use the internet, downloading movies, social media, Facebook and texting.

The majority of students will arrive in Australia with a laptop and phone. It is very important that you ask the student for their details so that you can contact them at all times.

If your student does not have a phone please assist them with purchasing a phone or sim card.

Curfew Times for Griffith University Students

Sunday to Thursday (as the next day is a school day):

Must be home by 6:00pm (must stay home all night - not permitted to leave again until after 6:30am in the morning)

Friday and Saturday and when the next day is a public holiday:

Must be home by 10:00pm (must stay home all night - not permitted to leave again until after 6:30am in the morning)

Students are not to leave the homestay during the night or very early in the morning.

They must be home by curfew each night and not go out without University permission.

Curfew Times for Griffith College Students

Sunday to Thursday

must be home by 9:00pm each night.

Friday and Saturday Night

must be home by 10:00pm each night.

Meals

We expect that the students have breakfast before they leave for school and have lunch to take with them each day. Friday and/or Saturday night they may choose to meet their friends and have dinner, which is okay. We expect that other days the students will have dinner at home.

Under Age Students can only choose from the following options

Option 1

Fully Catered

Breakfast, Lunch and Dinner

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Option 3

Semi Catered

Breakfast and Dinner Daily and lunch on weekend if required. This is to ensure that students are well fed and taken care of while in your homestay.

We don't expect you to make major dietary changes because you're hosting a student, but you will want to know something about your student's food preferences. Always find out what the student likes and doesn't like. There are several ways to find out what they are, for example:

- ask your student to go to the grocery store with you and point out things he or she likes.
- ask him or her, "What do you usually eat at home for breakfast?"

Consider what life was like for them in their home country. Toast and sandwiches aren't normal for some students. Some students prefer leftover rice and a salad for breakfast instead of cereal or an egg and toast. Some students are more adventurous than others in their eating habits and some are hesitant to try new foods. The customs of other countries may make it difficult for a student to adjust to getting food out of your cupboard or refrigerator, but it's important to let the student know what's available. Except where a family member or student has dietary restrictions, whatever food is available to the family should also be available for the student.

Breakfast Suggestions

Cereal, toast, fruit, yoghurt, boiled eggs, fried eggs, pancakes, and French toast .Some students might enjoy rice or noodles for breakfast which is quite common in some cultures. Some students are also familiar with a selection of dishes that they can choose from .Please explain meals and food options to your student as they may not understand Western Customs

Lunch Suggestions

Rice paper rolls, sandwiches, fruit, rice, tuna, salmon, a selection of wraps, stir fries, pasta

Dinner Suggestions

Pasta, meat and vegetables, curries, stir fries, seafood, rice, pies, pastries, roast, steak, and fish, chicken

It is a good idea to take your student shopping so they can discuss what they like to eat. In general host families should provide students with healthy options including snacks for morning and afternoon tea.

Students are responsible for providing their own Soft Drinks, Special Foods e.g. Chocolates or Lollies.

If you are having difficulty communicating show them pictures of different foods or perhaps ask the student to cook you a meal so that you can taste their food from their country

Health and Well Being

Students studying at Griffith will be covered under Overseas Student Health Cover.

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If your student is sick, you will need to help them go to the doctor. If you cannot, please let us know so GELI staff can assist them. If you take them to the doctor, please remind them to ask for a medical certificate which they need to hand in to the Student Centre staff.

Students can visit a doctor and are able to claim back any additional funds from their health insurance company. If your underage student becomes ill please contact the University to advise.

Students will often ask to go to the hospital when they really mean they need to see a doctor. Please ask them to explain what the issue is and determine whether they need a doctor (GP) or if it is an emergency and they need to go to the hospital. If they go to the hospital unnecessarily, they will be charged additional fees that may not be reimbursed by the health insurance company.

Study Tour or Short term students will have purchased health insurance /travel insurance prior to arriving in Australia.

Students can visit the Medical centres located on the Nathan and Gold Coast Campuses. Any health issues or concerns please contact the Homestay office.

Safety In and Around the Home

In Queensland, swimming pool owners must comply with pool safety laws and standards. Serious accidents and drowning can happen very quickly and these are preventable by ensuring students are always supervised in the pool. Many international students, even older students, cannot swim; therefore, extreme caution is needed around the pool.

If you have play equipment in your backyard you need to ensure it meets safety recommendations for its set up and maintenance. We recommend that equipment such as trampolines and activities such as skateboarding, scooter riding and skating be avoided. If the student insists they wish to do any of these activities, they should be supervised and appropriate safety equipment should be used. Please speak to the Student Welfare Manager or Student Administration Manager for advice on any activities that may be deemed hazardous.

Payment and Fees

Students will pay host family direct for the homestay fees.

4 weeks in advance when they arrive and then weekly or fortnightly after the first 4 weeks.

Hosts can charge up to \$10 per week for internet

Hosts can charge up to \$15.00 for air conditioning or heater in the student room. This is only if the appliance are for the sole use of the student in their private room.

Hosts are required to have adequate House and Contents and Public Liability insurance.

Any damages to property incurred during the student's stay must be reported to the Homestay department. Sometimes accidents happen and are unavoidable but if you have any concerns please contact the office and we can discuss.

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Monitoring Homestay

Homestay Accommodation is inspected on a regular basis. This is an opportunity for the Homestay Coordinator to discuss any changes to the program, update their records and inspect households to determine if there have been any changes or updates to the accommodation. Hosts are expected to maintain their records on the system and advise the University of any Changes to their living arrangements. This ensures that records are accurate and students are informed about their accommodation prior to arriving in Australia.

Under the National Code, ESOS Act and welfare arrangements for Under Age students Griffith University must ensure that appropriate accommodation ,support ,general welfare are provided. Under Age Homestay Hosts will be monitored on a regular basis and their accommodation will be checked and verified every 6 months to ensure compliance with Legislation.

Incidents that may occur in a Homestay Household and result either cancellation of Host Registration or Breach of Code may include the following

- Homestay family requests the student to move from their house without notice.
- Death in the family.
- Health related incident where a student can no longer remain in the homestay house or vice a versa where a member of the host family becomes ill and is unable to accommodate the student.
- Cancellation of the student's enrolment where the student must return home without prior notice to the host family.
- Violence or unacceptable behaviour that occurs in the homestay household.
- Theft.
- Cultural differences i.e. living in a homestay with different sexes or cultural and religious beliefs.
- The Homestay Coordinator reserves the right to move the student immediately for reasons of inappropriate behaviour.

Please note: each case will be considered on an individual basis. And in some cases students' maybe moved to another homestay or alternative accommodation without prior notice.

Under the following circumstances there is no obligation to return the homestay fees, but may require to negotiate with the student over a partial refund of the total amount.

Incidents that require negotiation between the host family and student may include:

- Personality conflict.
- Non-resolved conflict between the host family and the student.
- Food issues.
- Cleanliness of the accommodation. This may be relevant to both parties.
- Difficulty living with the pets.
- Students placed in Homestay for longer periods (i.e. 5 weeks or more will be subject to the general homestay placement terms and conditions. Students must remain in homestay for a minimum of 4 weeks after which time the family must be given 2 weeks' notice prior to departure.
- Serious incidents or repeated breaches of the Host Agreement may result in the host registration being cancelled.

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- Homestay Complaints are investigated thoroughly and further action will depend solely on the circumstances and is at the discretion of the Homestay Coordinator and University to determine the outcome.
- If you are in breach of this Agreement we may give you a notice explaining what you must do to remedy the breach and we may suspend your registration until the breach has been remedied.
- Any homestay fees paid to you for a payment period in which we suspend your registration must be repaid to us as an over payment.

Termination and Cancellation

We may immediately terminate this agreement and we may cancel your registration as a homestay

provider if you:

- a) fail to comply with a notice to remedy a breach;
- b) commit repeated breaches;
- c) commit a breach that is incapable of remedy.

Key Contacts

For all matters concerning students under the age of 18, the following staff are available 24 hours a day 7 days a week:

Griffith Homestay

www.griffith.edu.au/accommodation/homestay

Email: homestay@griffith.edu.au

Phone: 3735 7919

Mobile: 0419 720 826

GELI Student Advisor

Aliki Sinodinos

M14 International Building – Level 5, Mt Gravatt campus (Tues, Wed & Fri)

G52 International Building – Level 4, Gold Coast campus (Mon & Thurs)

Phone: 3735 6970 (work)

Email: geli-student-advisor@griffith.edu.au

Mobile: 0466 771 644

Student Welfare Manager

Jasmine Haynes

M14 International Building – Level 5, Mt Gravatt campus

Phone: 3735 6972 (work)

Email: j.haynes@griffith.edu.au

Mobile: 0434 171 909

Student Administration Manager

Jennifer Dickson

G52 International Building – Level 4, Gold Coast Campus

Phone: 5678 0011 (work)

Email: j.dickson@griffith.edu.au

Mobile: 0401 021 662

Griffith College Brisbane

Lynn Shannon

Phone: 07 37351184

Email: lynn.shannon@griffithcollege.edu.au

Under Age Homestay Host Information

Griffith College Gold Coast

Chris Hannigan

Phone 3735 5786

Email: chris.hannigan@griffithcollege.edu.au

Mobile: +61 (0) 407 375 072

Griffith International

Emergency contact 0418159419

If you have an emergency, all numbers are available regardless of the campus at which the student is studying. Keep these numbers stored in your mobile phone and readily available at home. If you have any questions or concerns please contact homestay@griffith.edu.au