



GRIFFITH HOMESTAY PROGRAM

Fostering cultural exchange

For more information please email homestay@griffith.edu.au who can tailor a quotation to meet your study tour requirements and budget.

The Hub (N11) 1.08D Griffith Accommodation, Nathan campus, Griffith University



Griffith Homestay has been providing quality accommodation services for more than 25 years.

As a university based program we offer homestay accommodation to Logan, South Bank, Mt Gravatt, Nathan and the Gold Coast areas specialising in Study Tours from 10 to 100 students.

The service encompasses over 600 host families and places up to 1000 students in homestay accommodation per year.





WHAT YOUR STUDENTS CAN EXPECT

- Homestay is about a cultural exchange
- Your student can improve their language skills and learn about Australia and meet new people
- All families are different and Australia is a very multicultural society
- Students might be placed in a homestay with Australians who have not been born in Australia. English may be their second language too! However, they will be fluent in English even if they have an accent and the husband and wife may come from different countries.
- All our families have undergone an Orientation and each house has been inspected by University Staff
- A fully furnished private room with bed, lined, lamp, desk and wardrobe. Some students may be very lucky to have their own bathroom facilities but generally in Australia the homestay student can expect to share the facilities with other members of the family
- 3 meals a day, breakfast, lunch and dinner
- A safe and secure environment
- Prior to arrival in Australia students are provided with information and a brief profile about their family. We encourage the families to contact the student prior to arrival so that they can introduce themselves and make the student feel at ease

TRAINING AND WORKSHOPS

The homestay department arrange workshops for the families to attend on issues such as Safety and Cross Cultural Awareness. Once the families have been accepted into the homestay program they are then monitored on a regular basis and are required to attend an annual meeting. These meetings are held at the Gold Coast and in Brisbane.

24 HOURS EMERGENCY NUMBER

The homestay office provides a 24 hour emergency phone number for both students and homestay families and upon arrival each student is provided with a contact card that has the mobile number, host family details and emergency numbers. The homestay office maintains regular contact with the Student Advisers and Counsellors to monitor any issue that may arise.



UNDER AGE STUDENTS

- Underage students studying at Griffith University must stay in approved Homestay Accommodation
- Students are placed with families who have applied to the Commission and been granted a Blue Card. The Card must be issued to all members of the family over 18 years old
- Staff dealing with students who are under 18 should also hold a Blue Card. Consequently all staff who may come to contact with the student must hold a Blue Card
- Issues concerning homestay are discussed with the Coordinator and the Counsellor and resolved
- Suitability card register placed in file and regularly updated

MONITORING UNDER AGE STUDENTS IN HOMESTAY

- Regular follow up with Homestay family to discuss Under Age student
- Diarise Homestay contact and update on database
- Every 6 months visit Homestay accommodation to check on suitability. Make sure that all family members over 18 have Blue Cards and monitor accommodation standard

HOMESTAY FAMILY RECRUITMENT

Once an initial enquiry has been recorded the family is invited to undergo a Homestay Orientation.

At orientation families are informed about:

- Taxation
- Insurance
- Safety and security
- Orientation for students
- Code of Ethics and conduct
- Cultural issues
- Student Expectations
- Dietary Requirements
- Payment procedures
- Taxi and airport reception
- Communication
- Emergency contact information
- English language requirements for Hosts and family

Once the family has completed the Orientation, a representative from Griffith Homestay program will arrange a time to inspect the accommodation

Homestay staff will check the following:

- Student Room
- Bathroom facilities
- Internet access
- Smoking area
- Discuss student requirements
- Travel information and bus location
- Discuss with the family about Rental issues or if they own their own house
- Roof height, fire alarms and any other structural areas such as stairs access, room location
- Single bedroom accommodation

Things that are also considered when inspecting accommodation:

- Would a student be comfortable living in the homestay environment
- Cleanliness
- Pets do they live inside or outside?
- Safety and hazard issues e.g. stairs, renovations, proximity to bus stops
- Number of occupants residing in the accommodation

MONITORING HOMESTAY ACCOMMODATION

To maintain a high standard of accommodation and customer service it is important to monitor homestay accommodation on a regular basis.

Monitoring includes:

- Regular homestay visits
- Discussions between all stakeholders, staff, student and hosts
- Completion of Orientation
- Accurate records maintained and reviewed annually
- The homestay staff are available 24/7 for both students and families to access for support or advice
- The homestay department have critical incident procedures and Risk Management processes in place to utilise when required
- Grievance and complaints are documented and actioned in accordance with Griffith University policies and processes

Homestay Hosts and Students are surveyed on a regular basis which provides valuable feedback on the service, quality of the accommodation and application processes

HOMESTAY AND AIRPORT RECEPTION RATES

Proposed 1 January 2019 - 31 December 2019

PROGRAMS	CHARGES	RATES per week
Homestay Fees Study Tour Groups	Homestay Placement (including GST)	\$240
Accommodation More than 3 weeks	Option 1: Full Board, 3 meals per day	\$275
	Option 2: Semi Catered, 2 meals Mon-Fri and 3 meals on the weekend	\$260
Accommodation 3 weeks or less	Option 1: Full Board, 3 meals per day	\$280
	Option 2: Semi Catered, 2 meals Mon-Fri and 3 meals on the weekend	\$265
Double Placement More than 3 weeks Accommodation	Option 1 Full Board, 3 meals per day (2 students, same host)	\$255
	Special Diet e.g. Gluten Free, Halal, Vegetarian	\$35
	Daily Transfer to and from University by host family (under 18's only)	\$60
Under Age students Double Placement 3 weeks or less	Option 1: Full Board, 3 meals per day (2 students, same host)	\$260
Under Age Students	Option 1: Full Board, 3 meals per day	\$280
	Option 2: Semi Catered, 2 meals Mon-Fri and 3 meals on the weekend	\$265
Additional Expenses	Internet - paid directly by family to student	\$10
	Heater /Air Conditioner - negotiable with host family	Up to \$15.50