



**International
House**
Byron Bay

RTO 91109 | CRICOS 02623G



HOMESTAY FAMILY

IH BYRON BAY GUIDEBOOK

Thank you for your interest in the International House Byron Bay homestay program. We hope you will have a memorable and rewarding experience and form some lifelong friendships along the way.

Offering homestay provides students with an opportunity to become a part of the family while immersing in their English studies.

This handbook should be read as part of your host family registration at International House Byron Bay (hereafter referred to as IH Byron Bay). The information provided in this handbook aims to manage expectations and should be referred to before and throughout the placement.

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IH Byron Bay Homestay Application Process

1

Complete the host family application online

<https://form.jotform.com/210980382011042>

4

Obtain public liability insurance of AU\$20 million

Now an industry standard practice.

<http://www.homestayhostinsuranceplus.com/>

2

Schedule a home visit

This visit provides the opportunity to discuss your preferences and responsibilities and answer any questions you may have.

5

Registration will be finalised once steps 1 - 4 have been completed and all clearance and insurance certificates are received

3

Obtain a Working with Children Check (WWCC)

Please provide IH Byron Bay with your clearance check number once received.

<https://www.service.nsw.gov.au/transaction/apply-working-children-check>

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Please note allocation of a student can take some time and is subject to student availability. We aim to match students and families as best we can.





Homestay Information

Payments

Host families are paid fortnightly by direct deposit to their nominated bank account on the first Thursday after the student arrives.

The Australian Tax Office (ATO) has indicated that you can have up to two (2) students in your home without paying tax. Please speak with your financial advisor or accountant or call the ATO if you wish to obtain more information.

Extensions

IH Byron Bay will manage all payments and extensions for the duration of the student's stay.

If your student wishes to extend their homestay, please ask them to speak to the IH Accommodation Officer, as they must arrange this extension through the school. This enables us to support the student and your family as best we can, and maintain our agent relationships. If you enter a private arrangement with your student, we reserve the right to cancel your registration to the IH Byron Bay homestay program.

Class Schedule

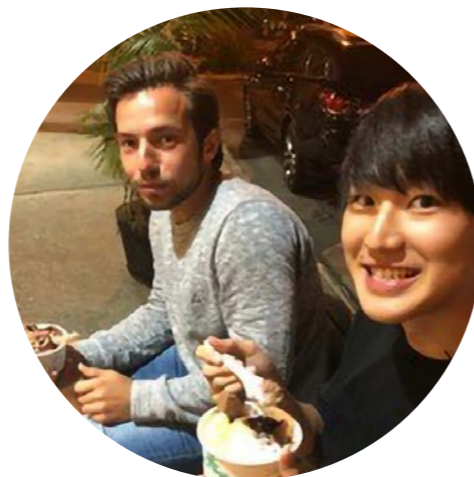
Your student's class schedule will be determined before they arrive and start their course. We offer classes in the morning (8am - 12.15pm) and evening (5pm-9.15pm). Occasionally, students change their class schedule once they arrive, for example, if they find a job.

Most of our students' study full time, 5 days per week (Monday-Friday). If your student has a part-time schedule, you will be informed prior to the placement.

Accommodation

Your student's bedroom must be prepared for their arrival. Host families must provide the following to their student:

- A fully furnished bedroom with a comfortable bed, wardrobe, study desk and chair, and a window for natural light. Please be advised bunk beds are not allowed, even for twin placements.
- Wi-Fi for homework and to stay in touch with their family. Students understand that they must not view or download movies or music in your home unless told it is okay by you.
- Students must not share a room with another student or a member of your family, unless a twin placement is specifically requested (couple or two friends).



Meals

You are required to provide your student with two meals a day (breakfast and dinner) Monday - Friday, and three meals (breakfast, lunch and dinner) on the weekends. Your student can prepare their own breakfast and lunch on the weekends using your provisions.

Breakfast is self-serve

E.g. toast, cereals, yogurt and fruit, tea, coffee, and juice. Please show your students where these items are kept. It helps to ask if they have any preferences for breakfast.

Lunch is also self-serve

E.g. sandwiches, salad, and fruit on the weekend. If you have a sit-down lunch, please include your student. Many students, especially from Asian backgrounds, are not accustomed to eating sandwiches and bread the way Australians do. If your student requests hot lunches (noodles, rice etc.) please speak to them to see if there is a compromise you can make. Offer leftovers from the night before or purchase some instant noodles. It is important to set boundaries with your students, while also trying to accommodate their requests.

Dinner

This should include a variety of fresh healthy foods. Meals should offer - carbohydrate (bread, pasta or rice), protein (meat, poultry, fish or meat substitute), vegetables and salad greens.

- Special diet - some students request special diets, for which you will be paid extra. We try to place students with hosts that match these requirements.
- Inform your student what time dinner is normally served. If your student will be late or won't be home for dinner, they are expected to notify you as soon as possible (usually by 4pm).
- Students and hosts are expected and encouraged to eat dinner together each night. It is the best time to get to know each other and provides the opportunity for you to talk to your student, not only to help them practice their English, but also to avoid any problems.
- Please show them how to wash their dishes or load the dishwasher. We advise students to help in the kitchen where possible.
- If you have other commitments and are not home for dinner you must still provide your student with a meal.
- Please note that if you are taking your student out for breakfast, weekend lunch or dinner this should be treated as a meal at home and paid for by you.
- You are not required to provide or pay for alcohol.
- Snacks and weekday lunches are to be provided by the student.
- Some families are happy to allow their student to take leftovers for lunch.



Housekeeping & Cleaning

As a host family, you will provide:

- Bed linen and towels.
- Enough hot water to shower. 7-10 minutes should be enough time (this may vary during water restrictions).
- Laundry facilities and laundry soap to launder 1-2 times a week. Show your student how to use the washing machine. Some countries only use dryers to dry their clothes, so you may need to show them the washing line and how to hang their clothes.
- Vacuum and cleaning supplies for their room and bathroom. Students are expected to clean their bedroom every week.

You are responsible for:

- Cleaning the bathroom if you share it with your student. If the bathroom is for their use only, they are expected to clean it themselves each week.
- If you choose to wash their laundry, please provide them with a laundry tub and explain to them when laundry will be done each week and where to put it for you to wash.

Your student will provide their own toiletries, such as toothpaste, soap, shampoo etc.

Your student is responsible for:

- Changing their bed linen once a week.
- Being considerate to others sharing the bathroom by keeping it clean and tidy.
- Keeping their room clean and tidy at all times. They need to vacuum at least once a week. You might offer to vacuum their room while doing your regular house clean but are not obligated to do so.

Keys & Security

Please supply your student with house keys. Show them how to lock the doors and windows. If you have a house alarm, please show your student how to set and turn off the alarm.

Placement & Pre-arrival

To best maintain an English-speaking environment, we avoid placing students of the same nationality or that speak the same first language in families together.

Please keep this in mind if you are considering hosting more than one international student.

We will send you an email to confirm your student's placement, 2-4 weeks prior to arrival.

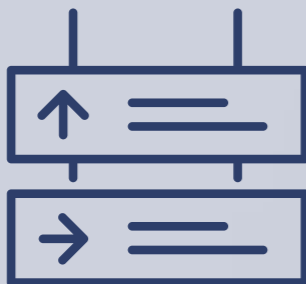
The confirmation will include information about your student (their name, DOB, hobbies, contact details and arrival and departure dates).

If we share your student's contact details with you, you are welcome to contact them prior to arrival. This is a good way to break the ice and welcome your student. It also helps you to get to know each other.

We encourage students to contact their host families prior to their arrival via email, WhatsApp or other means.



Arrival



1. **We will advise you of your student's arrival date and time.** We ask that you are home to greet the student when they arrive. If you are unable to be at home, please arrange for someone else to be at home to greet the student.
2. **Most students book an airport transfer through IH Byron Bay,** so we will advise you of their estimated arrival time and update you of any changes or delays prior to arrival. Some students will make their own way to your house. The student will contact you directly to arrange their arrival time with you.
3. **We encourage students to arrive on the Saturday before their course begins on the following Monday.** This allows the student to settle into your home and the local area. If their arrival is late in the evening, the student will stay in a hotel close to the airport and arrive at your home the next day.
4. **You are not required to pick up your student from the airport or place of arrival.** IH Byron Bay will not reimburse you for any costs associated if you choose to do.
5. **If your student does not arrive or contact you within three hours of their expected arrival time, please contact the IH Accommodation Officer on our emergency number (+61) 0497 737 625.**

Orientation & Settling in

Please provide your student with an orientation of your home when they arrive. Show your student around your home and introduce them to all members of the household, including other students you are hosting.

Show your student where household appliances are kept and how to use them. Provide your student with the opportunity to ask questions if they are unsure and ask them to repeat instructions you have given them, so you know they have understood you.

Your student is likely to feel disorientated during the first few weeks of their placement whilst everything is new.

Transport

Help your student find the quickest route to school. Show them the nearest bus stop or bike path. You will be required to bring them to school on their first day. After that they may hire a bike and ride to school each day. Please talk to them about the road rules and remind them to wear a helmet.

Family Time

Students join the homestay program to improve their English and experience an immersive, cultural exchange with a family in Australia. The program is beneficial for both student and families and successful relationships are maintained best when the family treats their student as they would another family member.

Students may occasionally enjoy accompanying the family on outings. If you invite your student out, make it clear beforehand what the cost will be to them e.g. movie tickets, park entry fees. In many cultures an invitation implies that you will pay for them. Please remember that if you invite them for meal that you would normally provide at home, you should pay for it.

Most students enjoy watching television as it can be a very useful tool to help improve their English. When you invite them to watch television with the family, remember to put the English subtitles on.

As a host, you play a valuable part of the student's learning process. It is important to make them feel welcome in your home and to spend some time each day helping your student with their English conversation.

Clear Communication

Clear communication is fundamental to ensuring a successful placement for all. Remember that your student's first language is not English, and this is usually the student's first prolonged contact with native English speakers, so they may have difficulties in understanding you.

Please be patient and speak slowly in a clear and concise manner, using short sentences. Reading can be much easier than listening for the student. If you are having difficulty communicating you may need to use a translator app on your smart phone or tablet device or try writing things down. Having a dictionary on hand can also be useful.

Always talk to your student face-to-face when providing instructions and new information. Take the time to ensure your student has understood instructions and your expectations effectively. Text messages often lead to misunderstandings, although verbal communication followed up with written communication is acceptable.

Your student will buy an Australian SIM card for their mobile phone, upon arrival in Australia. Please make sure you and your student have each other's contact numbers.

Your student should advise you if they will not be coming home in the evening or if they plan to go away for a night or two. It is also important that you do the same for them if you will be home later than planned or plan to be out for the evening.

Please encourage frequent conversations and make yourself available every day to talk with your student. Occasionally a student may become homesick or overly shy and may need more support than you can provide. Please contact the IH Accommodation Officer if you are concerned about your student or notice any changes in their behaviour. Our staff speak many languages and can help where needed.

Please be patient and speak slowly in a clear and concise manner, using short sentences. Reading can be much easier than listening for the student.





Directives for Host Families - students under 18 years

IH Byron Bay offers courses and programs for underage students throughout the year. We also accept students aged 16-17 years that join our adult English classes. We welcome study tour groups at various times during the year, accompanied by their tour leader. These groups usually attend class in the mornings and have pre-arranged activities with their tour leader in the afternoons.

All underage students are required to have an appointed local guardian to oversee their welfare for the duration of their studies. Host families can be appointed to act as the guardian and act as the direct point of contact for the student's education and welfare which includes school attendance, behaviour and progress, in addition to being the emergency contact.

If you are hosting an underage student and you will be absent from your home, another adult must stay at your home and care for the student. This adult must be the same gender as the student and must hold a valid Working with Children Check (WWCC). You must provide us with the adult's full name, contact details and WWCC number, before your absence starts.

If your absence is pre-arranged, we require you to provide a minimum of 2 weeks' notice of this arrangement, so we can contact the student's parents and inform them. In some cases, the student will need to be moved to another host family and we need time to make this arrangement. In all circumstances, we ask that you maintain regular contact with the IH Accommodation Officer.

IH Byron Bay staff may contact the guardian at any time when concerns regarding their student's welfare are raised. Host families that act as guardians are compensated for the extra responsibilities they provide.

In addition to the standard homestay provisions listed in this document above, host families must adhere to the following rules when hosting an underage student:

1. Be at home to greet the student upon arrival.
2. Provide a safe and secure environment.
3. Provide meals in the presence of at least one host parent.
4. Bring the student to IH Byron Bay campus on first day of school.
5. Supervise the student at home outside of class hours and on weekends, public holidays and during IH Byron Bay shutdown periods.
6. Liaise with IH Byron Bay staff regarding the student's school attendance, behaviour and academic achievement.
7. In any event when the host parents are absent from the home overnight (such as an emergency), ensure an appropriate adult of the student's gender and with a valid Working with Children Check (WWCC) is appointed to stay in your home and provide for the student.
8. Be contactable by phone (24/7) in the event of an emergency or welfare concern.
9. Report any welfare concerns and school absences to the IH Accommodation Officer as they arise.

Host families acting as guardians must read, sign, and adhere to the IH Guardian Contract form.

Holiday & Temporary Absences

Classes at IH Byron Bay are offered Monday – Friday. Your student will not attend class on weekends, public holidays or during our Christmas shut down period.

We ask that host families do not book holidays of extended periods whilst hosting a student. If you arrange to be away from home over a weekend or for an extended period, you must notify the IH Accommodation Officer so that we can inform the student. You are required to leave food provisions for your student during this period.

If you must leave your home to attend to an emergency, you must contact the IH Accommodation Officer immediately so we can inform your student. We ask that you maintain regular contact with us, so we can update the student of your expected period of absence. You may wish to have a family friend or relative stay with the student at your home, who should provide for the student as you normally would.

Placement

Placement End

The duration of your student's placement in your family will be concurrent with their studies at IH Byron Bay. As explained above, extensions must be arranged by the IH Accommodation Officer.

Homestay Cancellations

The IH Accommodation Officer aims to match you with a student based on each of your preferences. Sometimes students and hosts do not get along. Please allow at least two weeks for your student to settle in and adjust to your family's lifestyle and routine.

<p>If the placement is not going well</p>	<p>Contact the IH Accommodation Officer so that we can talk to the students to address any issues they may be facing. Often students are experiencing culture shock or homesickness.</p>
<p>If you can no longer host your student</p>	<p>Provide two (2) weeks' written notice to the IH Accommodation Officer. In the extreme circumstance that you cannot provide two (2) weeks' notice, you must refund IH any excess fees that have been paid to you.</p> <p>Your student must also give you two (2) weeks' notice if they intend to move out. We will usually inform you if your student intends to move out.</p> <p>If the student chooses to leave without giving two (2) weeks' notice, IH Byron Bay will pay the homestay fees for the two-week period, as a cancellation fee.</p>

***Please note** all cancellations will be dealt with on a case-by-case basis. If you are found to be in breach of the Homestay Family Terms and Conditions, IH Byron Bay reserves the right to remove a student from a placement without providing notice. In such an event, payment will not be paid.

Placement Rules

Visitors

Your student will make friends at school, but your student understands that they must ask for your permission before inviting a friend over to your home. Students are not allowed to bring someone home for the night unless previously agreed and arranged with you.

Smoking, Alcohol and Drugs

Students that smoke must declare that they will not smoke on your family's property. Please advise them where they are allowed to smoke. If your student is found in possession or under the influence of illegal drugs, their placement in your home will be terminated immediately and the appropriate local authorities will be contacted.



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