

Submission

No 64

INTERNATIONAL STUDENT ACCOMMODATION IN NEW SOUTH WALES

Organisation: Australian Homestay Network

Name: Mr David Bycroft

Position: Executive Chairman

Date Received: 19/10/2011

Submission to:

International Student Accommodation in New South Wales Inquiry

Thank you for the opportunity to assist your inquiry with the introduction of benchmarks and standards for Homestay Accommodation into the future.

It is important that all stakeholders are passionate about their responsibility and duty of care when considering the welfare and safety of students and the reputation of the Australian International Education Industry.

The Australian Homestay Network (AHN) was involved with the review of Homestay Standards conducted by the University of Sydney (CET) and in this review the University received a submission from DEEWR which is the strongest that I have seen from the Government with respect to Homestay. This letter clearly reinforced the AHN message that this industry needs to improve its standards considerably.

In summary, DEEWR supported the appointment of *‘an accredited homestay network’* and reinforced the education providers ongoing obligation – *‘providers must comply with State based regulations and duty of care obligations’*, both statements supporting AHN’s widely promoted position. DEEWR also confirmed that providers using homestay networks *‘need to have in place procedures for checking that students maintain the arrangements that are put in place and that those arrangements continue to be satisfactory’*.

The Australian Homestay Network (AHN) system and processes are transparent and provide institution log in accessibility for instant reporting of up to date information. DEEWR confirmed that *‘the providers’ responsibility cannot be outsourced or delegated so you would need to demonstrate that you have a checking mechanism in place’*. The AHN system is perfect for this requirement and our online checking mechanism was a key standard commended by the Senate.

DEEWR also outlined in their email to you that your process *‘can be a good way of insuring constantly high quality homestay services for students but must be monitored by the provider’*. Again this is why the AHN online and trackable reporting system is critical to compliance.

DEEWR also commented on the use of a 24 hour commercial telephone service. We concur with DEEWR that *‘there is no doubt that an after-hours helpline could be of benefit for both providers and students’*. DEEWR also has supported an assistance line being involved in *‘ensuring students receive any emergency care needed’*. As you are aware AHN Homestay includes a 24/7 emergency assistance line which works with AHN and the Education provider’s protocols developed by that provider. Further details regarding our 24/7 assistance line are provided in the summary table of Standards included with this response.

AHN was established over 5 years ago because of the need for a professional and experienced approach to solving Homestay industry issues (as identified at industry forums) and the urgent industry need for improving the standards and compliance requirements.

AHN is a network involving some of Australia's most experienced Homestay managers (with some of our key industry people individually having over 20 years direct Homestay experience). Our group is easily the most experienced Homestay organisation in Australia. In the next 12 months AHN will process over 10,000 student applications for Homestay, making AHN also the largest Homestay organisation in Australia.

Our aim is not only to supply a compliant online portal for the delivery of Homestay to universities, education providers and related organisations but also to develop and enhance a 'cultural experience' through the Homestay opportunity for International students choosing to study within Australia.

AHN has been a strong contributor to a number of Local, State and Federal Government reviews, taskforces and inquiries to bring awareness and significantly increase the standards of Homestay across Australia.

The most recent work has been with the Federal Government Senate Inquiry into the Welfare of International Students and also the ESOS reviews.

The Senate Committee recognised the need to ensure minimum standards in Homestay are met by all stakeholders in the Homestay industry. AHN was commended by the Senate Committee for ensuring that we meet the appropriate standards.

The "appropriate standards" commended by the Senate included:

- An online compliant and accessible/fully trackable/auditable system
- An acceptable industry Advisory Board overseeing the integrity of systems and processes
- Professional 24/7 phone support including emergency and critical incident management
- Appropriate insurances for both hosts and students

The review of ESOS Act 2000 conducted by The Hon Bruce Baird also highlighted accommodation and student safety as key elements. Specific recommendations in the ESOS Review included an obligation on the education institution (and their contracted Agents) to ensure:

The provision of accurate, regularly updated and easily accessible information and ethical recruitment regarding local employment opportunities, the accommodation situation in the locality and safety risks

This information is to be provided in print form or through referral to an electronic copy prior to the student's arrival in Australia – making the AHN system and process ideal for ESOS compliance, risk aversion and duty of care fulfilment.

It is very important that Homestay Providers are very familiar with and comply with all legislation and regulations impacting on the provision of homestay services including but not limited to:

- (a) Education Services for Overseas Students Act 2000 (Cth);
- (b) Education Services for Overseas Students Regulation 2001;
- (c) National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students;
- (d) Migration Act 1958 (Cth);
- (e) Information Privacy Act 2009 (Qld);
- (f) Right to Information Act 2009 (Qld);
- (g) Education (Overseas Students) Act 1996 (Qld);

- (h) *Commission For Children And Young People and Child Guardian Act 2000 (Qld)*; and
- (i) any other laws and regulations governing the provision of accommodation to students or third parties for commercial purposes,

and have policies and procedures in place to comply with applicable legislative and regulatory requirements. AHN helps eliminate the risk and duty of care exposure that can come from ignoring the current Government and industry messages about best practice in Homestay.

In particular it is important to not lose sight of ESOS direction when referring to accommodation referrals for over 18 year olds:

The below question and answer appear in the under 18 Accommodation and Welfare section of ESOS:

Q What duty of care does a provider have for students over 18?

A Normal duty of care arrangements apply for students over 18. This will partly depend on your institution and you may need to research this issue. If there is a particular case you may need to seek your own legal advice.

Below is a summary table of the standards that you required confirmation of and our commentary to each of the 8 standards. In addition we would welcome the opportunity to present to your panel and answer any further questions.

In closing, we believe that this submission will demonstrate the commitment and substantial investment that has been made by AHN for the advancement of the Homestay Industry.

Our motto “Working Together to Build Complete Homestay Solutions” encapsulates this approach.

I would be happy to meet and discuss further with you if required.

Regards

David Bycroft

**Executive Chairman
Australian Homestay Network (AHN)**

“Working together to build complete Homestay solutions”
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THE HOMESTAY STANDARDS

Standard	What this Means	Safeguards for Institution and Student
<p><u>Standard 1</u> An online portal which supplies individual logins for agents, hosts, students and the University where appropriate 'real time' data and reports relating to current placements, arrivals and history can be monitored and accessed</p>	<p>AHN identified the need for a national, accessible, trackable, auditable Homestay management approach which would include an online system which would meet the needs of education providers, agents, students, hosts, Homestay managers and government. The AHN system is an extranet (external database accessible world-wide) which connects the entire Homestay community.</p> <p>While AHN is educating the market on electronic and online protocols, all of our forms are available in hard copy so that traditional processes can also be followed. It is the transparent documentation process which keeps people 'honest' during process. Bad Hosts just simply are not attracted to joining AHN for fear of accountability and exposure.</p> <p>AHN is also heavily committed to personalised customer service while maintaining quality standards and a continuous improvement model. AHN clients are offered the service of developing customised or specific documents relating to the delivery of services. AHN can create customised documents for NSW GOVERNMENT if required.</p> <p>Please refer as an example to the following customised sites developed for the University of Sydney:</p> <p>http://www.homestaynetwork.org/usyd-alumni (quality host procurement site)</p> <p>http://www.homestaynetwork.org/usyd-students (tailored student information)</p> <p>http://www.homestaynetwork.org/usyd-agents (tailored agent information)</p> <p>The above sites are an example of how we can simplify and direct all processes and communication in an exclusive assignment. These types of sites have proven to be effective in simplifying and managing Homestay applications and processes with institutions across Australia.</p>	<p>The importance of an online accessible and completely transparent management system should not be missed here. Homestay Providers Australia wide have had ample opportunity to develop this and our Education Provider members all comment on how it keeps hosts, agents and students honest.</p> <p>Incident rates at AHN are constantly being reported as way lower than industry norms and this can be attributed to having an accountable management system across all stakeholders. Lowering of Risk and Duty of Care exposure are key components.</p> <p>NSW GOVERNMENT is encouraged to make this a compulsory standard for Homestay Providers to help the industry lift services to the new level. The Senate Committee responded very positively to the key aspects of the AHN system and these have now become an industry standard for many Australian Education Providers (refer attached list).</p>

EXAMPLES:

Unique matching system and online training program

The first job in Homestay is getting a quality placement match between student and host. AHN achieves this by ongoing training and promotions which build both the number and the quality of the AHN host pool. All new hosts applying to join AHN must complete the AHN online training program and subsequent test. In addition to this, a home visit is mandatory.

AHN also provides education agents and students with their own log ins to the AHN system and our application form for students (as we do for hosts) identify the essential preferences to enable the short listing of best matches to be identified instantly through our automated system.

All placements are then determined by the AHN supervisor who can override the system choices if appropriate.

AHN Homestay hosts are required to be able to:

1. Complete an online application process
2. Complete an online training and assessment program
3. Meet minimum requirement for assessment
4. Complete successfully a home inspection and interview
5. Demonstrate continuous improvement following ongoing training re industry developments and student feedback
6. Meet Working With Children requirements (irrespective of whether they intend to host over 18's or under 18's)

The AHN Management System is multilayered and has excellent Education Provider access as appropriate. This is fundamental to the provision of modern Homestay.

Standard 2

A professional approach to ensuring that there is appropriate insurance cover for Hosts as determined by Industry from time to time and in line with Industry expectations

The Australian Homestay Network (AHN) has established Australia's most comprehensive compulsory homestay insurance cover. AHN Insurance is designed to give industry "best practice" protection for both AHN Hosts and AHN students.

Our Policies are broken down into two distinct components:

1. AHN Students Householders Insurance (Insured Events Home and Contents Policy QM113-0708)

Covering Students Personal Effects while residing at the Premises of an Accredited AHN Host and Personal Liability Australia-wide.

- Including a special component for accidental damage within the host's home

Contents and Personal Effect: Maximum \$10,000

Personal Liability: \$20,000,000

Policy Excess: \$100 for each and every claim

NB: Please read product disclosure statement (link further below) for full details of cover.

2. AHN Host Liability Insurance (Austbrokers Broadform Liability Insurance QM2316-0510)

Indemnifies You for Your legal liability to pay all sums by way of compensation, and all costs awarded against You in respect of:

- Personal Injury
- Property Damage
- Advertising Liability

happening during the Period of Insurance and caused by an occurrence within the Territorial Limits in connection with Your Business or Activity as a Host

Traditional Household Insurance policies are not suitable for student Homestay guests. On following up a claim by one of the other NSW Homestay Managers that visitors insurance was included in standard household policies we found that for a standard policy (NRMA) the limits for visitors belongings to be less than \$500 per claim.

This is totally inadequate for the average claim. AHN Insurance pays up to \$10,000 which should be the minimum for any standards created here.

It is also not an acceptable practice to be 'sighting' the Hosts policy to confirm insurance as these can be cancelled the following day for a pro rata refund. The only acceptable solution is to build the insurances into the package as compulsory and that is what AHN does. Without doing this there will be risk exposure for all parties involved.

Recently, AHN has identified a weakness in the Homestay host public liability insurance which we have rectified. Many households believe that they are insured for public liability for their Homestay student in their home. Upon investigation of this with insurers, this was found not to be the case. As a result, AHN has implemented compulsory host public liability insurance as an important part of the minimum insurance standards that should be required by all Australian education institutions.

If all Homestay Providers do not have the same standards here students and their agents will be confused as to their cover as there would be conflicting promotional material regarding Homestay Insurance in NSW.

	<p>Family for Australian Homestay Network Pty Ltd.</p> <p>Sum Insured: \$20,000,000 any once occurrence and/or any one Period of Insurance</p> <p>Policy Excess: \$5000 applicable for all claims – costs inclusive</p> <p>NB: Please read product disclosure statement (link further below) for full details of cover.</p> <p>The cover arranged for both 1 & 2 above is as per detailed in the relevant product disclosure statements and is automatically included for all AHN officially recognised placements and is not applicable for non AHN placements.</p> <p>The Australian Homestay Network insurance is arranged by the AHN's appointed insurance brokers, CITYCOVER (AUST) PTY LTD (ABN 99 010 699 537) (AFSL No. 241087) and is underwritten by QBE Insurance (Aust) Ltd (ABN 78 003 191 035) (AFSL No. 239 545). For additional information regarding the Australian Homestay Networks Insurance, please download and read Citycover's Financial Services Guide and QBE's Product Disclosure Statement by clicking on the links below.</p> <p>To view the QBE Product Disclosure Statement and Cover Summary relating to this insurance product, please view the following links:</p> <p><u>1. Product Disclosure Statement (AHN Students Householders Insurance)</u></p> <p><u>a. Cover Summary</u></p> <p><u>b. Claim Procedure</u></p> <p><u>2. Product Disclosure Statement (AHN Host Liability Insurance)</u></p> <p><u>a. Cover Summary</u></p>	
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b. Claim Procedure

To view the **Citycover's Financial Services Guide** relating to this insurance product, please **click here**.

The coverage outlined in QBE's PDS contains a number of amendments, some of which are not available under the AHN insurance in order to keep premiums to an economic level. The cover available to students under the AHN insurance is summarised below and in the Cover Summary.

Commencement and Conclusion of the Insurance

Insurance cover in relation to a particular AHN Student and Host:

A. commences automatically at the later of:

- (i) the AHN Student entering into a Placement Contract and
- (ii) the time that the AHN Student first arrives at the Host Property for the purposes of residing there and

B. terminates at the earlier of:

- (i) the time that the AHN Student Permanently vacates the Host Property or
- (ii) termination of the AHN Student's Placement Contract

Standard 3



Documented and guaranteed training for host families and supporting data to demonstrate the training has taken place:

Hosts are required to read through the below training modules prior to completing a multiple choice test.

Welcome to the AHN Training Modules

Homestay Host Training

This is the Homestay Host Training Package. It consists of five "lessons", each only taking 10 minutes to read. Simply follow the "continue" prompts to go through the full training, or click the "lesson index" to view each lesson individually.

-  [Introduction](#)
-  [Lesson Index](#)

Begin training

Introduction: Homestay Host Training

Welcome to the AHN Homestay Host Training!

Homestay is such an interesting thing to do, as it gives us contact with different cultures and religions and allows us to understand different thoughts and beliefs. It can lead us on to our own path of self discovery as we observe different ways of life and different cultural values.

We understand that all domestic Students are individuals and that their families all behave in slightly different ways, and of course this is the same where international Students are concerned. Whatever the cultural background of a Student, they are foremost an individual with their own personality and previous experiences. They may or may not act within their own cultural framework. Increased knowledge creates the basis for more sensitive and effective communication, but there is always a real danger that generalisations will hinder this process.

AHN has designed this training program to assist you in becoming an accredited Homestay Host. It is designed to give you all the information that is required to gain full marks. There is no need to research further, however links to wikipedia articles are included in some topics so that you can look up points that may interest you to gain further insight. Additionally, real life case studies have been included as part each chapter, followed by a page of questions and answers, to help provide further insight into the practical Homestay experience.

Once you have read through each section and feel you have a good understanding of the text your supervisor will unlock the assessment, which consists of fifty questions in multiple choice format. You only have to click on the answer that you think is the correct one and the system will register each answer and generate a result when you have finished. Should you answer questions incorrectly, you can contact your AHN supervisor to discuss the assessment.

Should you encounter any difficulties please contact your AHN Supervisor for assistance.

[Continue](#)

Homestay Host Training

[1. What is Homestay: A guide for prospective Hosts](#)

This lesson addresses the fundamental question: What is Homestay? Are we all talking about the same thing? What do international Students need? What do they really expect? And what do you need to know in order to get started as an AHN Homestay Host?

[2. Culture](#)

This lesson looks at culture in relation to the displacement often felt by Students in Homestay, taking the reader on a walkthrough of the ways they can be affected by culture shock and the part the Homestay Host plays in this experience.

[3. Communication](#)

This lesson is designed to assist you in your understanding of difficulties you might experience when communicating with an international Student.

[4. Successful Hosting](#)



This lesson details some helpful tips for successful hosting; how to make sure your student feels welcome, how to avoid little miscommunications, how to get most out of your experience as an AHN Homestay Host.

[5. Crisis/Risk identification](#)

This lesson examines risk and crisis identification within the Homestay environment, with a focus on the responsibilities associated with Hosting Students under 18 years of age.

Once hosts read through the five documents, they are prompted to complete the Host Assessment Test.

Welcome to the Australian Homestay Network

 **3 months ago** - [Your Supervisor has reviewed your Profile and confirmed that you are able to sit your Homestay Host Assessment at your next convenience.](#) 

Homestay Host Assessment Test

This is the official test for the Homestay Host Assessment.

Please do not attempt this test if you have not read through the [training material](#).

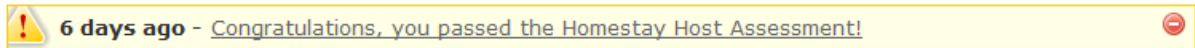
There are thirty questions in total, and the pass mark is 80%.

Goodluck!

Duration: 30 minutes


[Begin the test](#)

Hosts then receive notification if they passed or failed




Hosts are able to review their results once they pass.

Host Test

 You have already completed and passed the Host Assessment Test.


Past test results

Taken	Status	Result	Review
Sep 28, 2011	Completed	Passed	

If hosts do not pass, they are prompted to read the training manual again and resit the test.

AHN Supervisors are notified that the host has completed and passed the training and are now ready to be interviewed.

Status: Training Passed - Host qualified

 This Homestay Host has successfully completed their assessment. Their profile contains a [full report](#) of their Assessment, and you may wish to review this with them if they request more information, or at your own discretion.

You will receive another alert when this Homestay Host is ready to organise their home interview or you can [click here](#) to specify this on their behalf.

All records of tests, training and results are kept on the system.

Standard 4

A documented Agreement to be signed by all host families outlining the appropriate policies and host obligations

Hosts are required to sign the Host Agreement (two copies) at the completion of the host interview. One copy is kept by the host and the other is returned to the local office to be kept on file. (Host agreement attached)

Hosts are also sent the below email (Brisbane example) prior to accepting each new placement. Hosts are asked to respond via email to confirm that they accept the terms and conditions as outlined. Once confirmed, placement is locked in and reports are sent to student, education provider and agents as required. The Host response is kept on file.

Dear Host

Thank you for recently agreeing to host a student with AHN Brisbane. Please note that by accepting this placement you are agreeing to the terms below. If you do not agree, you must alert your supervisor as soon as possible. If you proceed with the placement, it is understood that you have read and accept the following.

1. Requests for Transfer/Cancellation

Students may sometimes need to be relocated. If students are relocated due to a formal request from their education provider, or due to a complaint that is found to be valid, hosts will be required to refund any remaining days outside of those that the student has stayed.

2. Additional Costs

If hosts are requesting the student to pay for use of the internet or home phone, they must list the actual amount on their public profile under the Additional Costs heading. Students cannot be charged for any other expenses without written approval from your supervisor.

3. Extending the placement

A standard placement is initially four weeks in length, although this may vary in special circumstances. 14 days before the final paid date of the placement, hosts and students are emailed and requested to discuss if the placement will extend beyond the current period. AHN must be notified in writing of this so that we can make arrangements to continue or finalise the placement.

4. Payments to Host

Our host payment day is Tuesday. Host will be paid on the first Tuesday after student arrival. Hosts are generally paid for two weeks (14 nights) at a time. If student payments are kept up to date, subsequent payments to host will occur every two weeks from then on (please see point 5). AHN is not able to pay hosts until we have received payment from the student.

5. Students making payments

If your placement does continue beyond the initial period, your student will be required to pay invoices to AHN for the new period of the placement. You will be sent a copy of your student's invoice for your own reference. It is AHN's responsibility to chase the student for payment if there is a delay, however your student may initially need assistance in how to make payment. Please contact your supervisor if you are unable to explain this to your student, or you otherwise need assistance.

6. Notice to leave/vacate

Under normal circumstances, students should give two weeks' notice to vacate a placement. You are also able to give your student two weeks' notice to leave if you wish them to vacate. In either case, you must alert your supervisor in writing if you become aware that notice has been given, or you give notice, so that we can make

arrangements to cancel or transfer the placement. Please note: The two weeks' notice may be voided if there is a formal request to move the student by their education provider, or if a valid complaint is lodged.

7. Swimming Pool Legislation

In keeping with QLD Government Legislation and in the interests of safety, all Homestay Hosts with swimming pools need to obtain a Pool Safety Certificate. For more information go to:
http://www.dip.qld.gov.au/resources/factsheet/pool_safety/real-estate-agents.pdf

8. AHN Brisbane Policies

A full list of policies and other information about AHN Brisbane can be found at the following address:
<http://www.homestaynetwork.org/supervisors/ahnbrisbane>. Please take the time to read through this information if you are unsure about anything relating to the Homestay program.

Should you have any questions or concerns about the above information, or if you choose to not agree and therefore not accept the placement, please contact your supervisor through your AHN account, by email at brisbane@homestaynetwork.org, or by calling 07 3122 3595.

Standard 5

A documented and comprehensive approach to student orientation

and

Standard 6

A student policy which guides student expectations and outlines responsibilities of the host family and homestay provider

Upon application, students are required to read the terms and conditions of the AHN website. This guides students to read the Student Policy - <http://www.homestaynetwork.org/student-policy>

Terms and Conditions of use

Terms of Use

1. Your Acceptance

A. By using and/or visiting this website (collectively, including all content and functionality available through the [homestaynetwork.org](http://www.homestaynetwork.org) domain name and any country-specific domains or subdomains thereof, the "Australian Homestay Network (AHN) Website", or "Australian Homestay Network (AHN) System"), you signify your agreement to (1) these terms and conditions, (2) AHN's privacy statement, found at <http://www.homestaynetwork.org/public/privacy-statement>, student and host agreements at <http://www.homestaynetwork.org/student-policy> and <http://www.homestaynetwork.org/host-agreement> and incorporated here by reference. If you do not agree to any of these terms, or the AHN privacy statement, please do not use the AHN Website.

B. Although we may attempt to notify you when major changes are made to these Terms of Service, you should periodically review the most up-to-date version <http://www.homestaynetwork.org/public/terms-conditions>. AHN may, in its sole discretion, modify or revise these Terms of Service and policies at any time, and you agree to be bound by such modifications or revisions. Nothing in this Agreement shall be deemed to confer any third-party rights or benefits.

2. AHN Website

A. These Terms of Service apply to all users of the AHN Website, including users who are also contributors of information, and other materials or services on the Website. The AHN Website includes all aspects of AHN, including but not limited to the AHN internal communications system.

B. The AHN Website may contain links to third party websites that are not owned or controlled by

I agree to the Terms and Conditions.

Continue

Once students tick that they agree, and continue they are prompted to read and understand the Student Orientation.



You must read and understand the [Student Orientation](#). When you have read and fully understand the orientation, please [click here](#).

Welcome to the AHN Training Modules

Student Orientation

This orientation information is designed to help students prepare for their homestay adventure by supplying information that will ensure a happy experience.

-  [Introduction](#)
-  [Lesson Index](#)

[Begin training](#)

1.1 Student Policy, Duty of Care & Student Expectation

Document Overview

This Contract outlines behaviour standards for a Homestay student and suitable expectations of the Homestay host. This document should be accepted by the student before they enter the placement (if possible).

Student Policy

AHN reserves the right to move a student from a Homestay placement at any time. In this situation the balance of any Homestay monies will become due and you will be reimbursed any Homestay payment in circumstances where this is due to you.

The AHN community has a duty of care to all Homestay students. **Duty of care** is a legal obligation to maintain a reasonable standard of care in situations where a member's action, or failure to act, could reasonably be expected to affect you as a Homestay student.

Standard of care is the 'reasonable' standard expected.

Duty of care also relates to situations where someone else is likely to be affected by what you do or do not do and where it is reasonable to expect that the other person might suffer some harm.

A breach of duty of care is the failure to meet the relevant standard of care. This might happen through the failure to do something that should have been done. This does not mean that every mistake constitutes a breach of duty of care. This will depend on whether or not the mistake was reasonable in the circumstances.

While in a Homestay placement you will be expected to:

- maintain frequent and regular contact with AHN by logging in to your student profile on our website
- answer all system communications, checklists and alerts as they appear in your student profile, ensuring all communications are responded to or completed within the agreed time
- understand that hosts come from a variety of cultural backgrounds and composition and that this will not be the basis for acceptance or rejection
- be financially independent and responsible and pay your homestay fee in advance
- understand that you will be required to give two week's notice when you plan to leave your host's home and pay the appropriate Homestay fee
- understand that you will be charged for two weeks Homestay if you do not give the required notice

- meet all personal expenses for travel, entertainment, telephone calls, medical expenses and other personal, incidental costs
- keep all valuables, money, passport and airline tickets in a safe place
- understand and accept your host's house rules
- understand that water is scarce in Australia and there may be water restrictions in place in your area, and respect these restrictions
- communicate in a respectful way
- ask permission of your host before inviting friends to their home
- ask permission of your host before smoking
- ask permission of your host before taking alcohol into their home
- ask permission to use your host's telephone and expect to pay the cost of your telephone calls
- ask permission to use your host's computer or internet access and expect to pay the cost of your usage (within reason)
- take responsibility for your own practices and needs
- keep your bedroom clean, neat and tidy and assist with minor household chores
- be considerate to your host's household and keep noise to a minimum
- pay for any damage you cause to host property
- be aware of and respect the cultural differences and beliefs of the host and their family
- communicate with your host every day and give adequate notice if you will not be home for meals or are staying overnight with friends
- attend meetings with the supervisor if or when required
- advise your supervisor immediately of any concerns regarding your health or welfare
- be aware of and abide by the national and state laws of Australia (for example, wear bicycle helmets, respect legal age of drinking, wear seat belts etc.) For further reference go to <http://www.law.gov.au>

While in a Homestay placement you can expect your Homestay Host to:

- have a duty of care towards you, their Homestay student (your host may ask you to let them know where you are going and the time you will be home)
- support and assist you to live comfortably within your new environment
- respect to your right to privacy
- respect your culture, customs, language and beliefs
- provide you with adequate, healthy meals prepared in a clean environment
- provide you with a secure, private, clean and (warm in winter/ cool in summer) bedroom, good healthy food, laundry facilities and a supportive environment
- ensure that you have your own room and not force you to share a room with other students or a member of their family, unless you specifically request to do so
- advise you of the route you will take to and from your education provider
- provide an orientation within the family home (e.g. provide advice and safety instructions on the use of any pool area, household facilities and security.)
- advise you of the household rules and practices (e.g. what time dinner is served, telephone protocols, rules regarding smoking, alcohol, guests visiting, curfews if you are under eighteen, household tasks and bathroom conduct)
- allow you to use the facilities in the home and show you how to do so (e.g. laundry)
- speak good English that you can understand
- expect you to help with minor household chores e.g. help with the dishes and keeping your room clean and tidy
- liaise with the supervisor regarding any concerns or difficulties
- notify the supervisor as soon as there is any change of circumstances in the household

Continue

Students then watch short slideshows of safety information:

Personal Safety

https://docs.google.com/a/homestaynetwork.org/present/view?id=dcpgrrpf_240df59tvdg

Surf Safety

https://docs.google.com/a/homestaynetwork.org/present/view?id=dcpgrrpf_268hp8knqwc&interval=5

Road Safety

https://docs.google.com/a/homestaynetwork.org/present/view?id=dcpgrrpf_284gcczc3dp&interval=5

Courtesy in your Homestay hosts' home

https://docs.google.com/a/homestaynetwork.org/present/view?id=dcpgrrpf_297cwj85nf7&interval=5

Personal Safety in Australia

https://docs.google.com/a/homestaynetwork.org/present/view?id=dcpgrrpf_328ggztcnf9&interval=5

The system records if the student has completed the Orientation training and this is visible to all supervisors

NB AHN is currently upgrading all of its Student Orientation material to be able to deliver in 2012 Australia's most comprehensive pre-departure orientation available. AHN is developing this in conjunction with Pier.

Student Orientation

1. Student Policy

This Contract outlines behaviour standards for a Homestay student and suitable expectations of the Homestay host. This document will need to be accepted by the student before they may proceed to placement.

2. Living in Australia

These slide shows have been created to give you helpful information about living in Australia and living in Homestay.

Senate Commended Standard	What this Means	Safeguards for Institution and Student
<p>Standard 7 A 24/7 Emergency and Critical incident phone support strategy which meets an acceptable and professional standard</p>	<p>The AHN Supervisor responsible for the student is available during office hours and should the student need assistance after hours AHN have a professional 24/7 Help Line for the students and hosts who provide the following services:</p> <ol style="list-style-type: none"> a. AHN Homestay Help Desk b. Medical Assistance and Referral c. Telephone Legal Advice d. Stress & Trauma Counselling Referral e. Emergency Interpreter Assistance (for approved emergencies) 	<p>Again this is a standard that is critical to ensure risk and duty of care aversion. AHN outsources this service to a specialist help line centre that is professionally manned 24/7 with a team which specialises in critical and emergency management.</p> <p>They are able to switch calls through to an AHN person if required. AHN adds to the personal service by having both the help line and a staff member on call. It is important that in the first instance emergency calls are managed by a group which has access to medical, emergency, translators etc.</p> <p>The previous Homestay practice of having a nominated staff member carry a mobile phone as the 24/7 emergency response is inadequate and unacceptable.</p>
<p>Standard 8 An ongoing strategy for the management and accountability of all payments made on behalf of the student to the Homestay host</p>	<p>Homestay Managers often allow students to deal with paying hosts direct after an initial 4 week placement period. This is not acceptable and leads to new problems for both the student and host.</p> <p>This has seen major problems in lost fees and Hosts not understanding who they work for. The Student also needs to know there is a Homestay Manager representing them (similar to most real estate rentals through a property manager).</p>	<p>This one standard will help set a foundation benchmark which eliminates many of the problems previously experienced in unregulated/unsupervised Homestay.</p>

AHN Education Institutions

The success of AHN and the positive response of the industry is reflected in client growth. In 2011 AHN is approximately 60% up on 2010 YTD figures and continues to grow. Below is a list of education providers where we place students (**University and Government Sector is bolded**):

AHN Provides Homestay Services for Students Attending the Following Institution in Australia

AHN Queensland	<ul style="list-style-type: none"> • UQ Foundation Year • University of Queensland • Australearn • Careers Australia Group • Sarina Russo Schools Australia • Southbank Institute of Technology (SBIT) • Aviation Australia • Carrick Education • James Cook University Brisbane • CQUniversity • Southern Cross University • Kings International College • Saint Stephens College • Keebra Park State High School • Careflight • Bond University English Language Institute (BUELI) • International Academy of Sport • Ace Tennis Academy • Australasian Golf Academy • International Film College • Direct Agent Referrals • Chopperline • Sunshine Coast TAFE • Immanuel Lutheran • CADET • St Ursula's College (Toowoomba) • Australian Internship • Education Queensland International
AHN New South Wales	<ul style="list-style-type: none"> • Australian College Information Centre (ACIC) • American Institute for Foreign Study (AIFS) • SITEC • Holmes • University of Sydney • Department of Education Training (DET) • Greenwich College • University of Technology Sydney (UTS) • Ability Education • International Film School Sydney • Specialty Language Centre/Oxford College of English • Carrick • Castle College • TAFE North Coast • Newcastle University (Agent Referral) • Wollongong University (Agent Referral)

	<ul style="list-style-type: none"> • TUDA Referrals (many education institutions throughout NSW including Dept Education) • Impact Training Institute • Inter-Continental Colleges Pty Ltd • JMC Pty Ltd (JMC Academy) • La Lingua Language Schools • George Education Group Pty Ltd – trading as Australian Nationwide College • ANC High School Pty Ltd
AHN Victoria	<ul style="list-style-type: none"> • University of Melbourne • Carrick • Kangan Batman TAFE • Institute of Innovation and Management Australia (IIMA) • Swinburne University • William Angliss Institute of TAFE • La Trobe University • Deakin University (Study Tours) • Australian National Memorial Theatre Limited • Academia International • CQUniversity • Menzies Institute of Technology • Holmes College/Headmasters • Australasian Lawrence Aged Care College • Einstein College of Australia • RMIT English World Wide (REW)
AHN ACT	<ul style="list-style-type: none"> • Australian National University-College • ANU- Crawford School of Economics & Asian Studies
AHN Western Australia	<ul style="list-style-type: none"> • Edith Cowan University • Murdoch Institute of Technology • PIBT • University of Western Australia • Murdoch University • DNA Kingston • Stanley College
AHN South Australia	<ul style="list-style-type: none"> • Immanuel College • Loreto College • SA TAFE • University of South Australia • English Language School of Australia (ELSA) • St Aloysius College • Pembroke College • Seymour College • Le Cordon Bleu • Carrick Institute • Wilderness School
AHN Northern Territory	<ul style="list-style-type: none"> • Charles Darwin University