



Homestay Handbook

Department of Education *trading as* Education Queensland International
CRICOS Provider Code: 00608A



**Queensland
Government**
Australia

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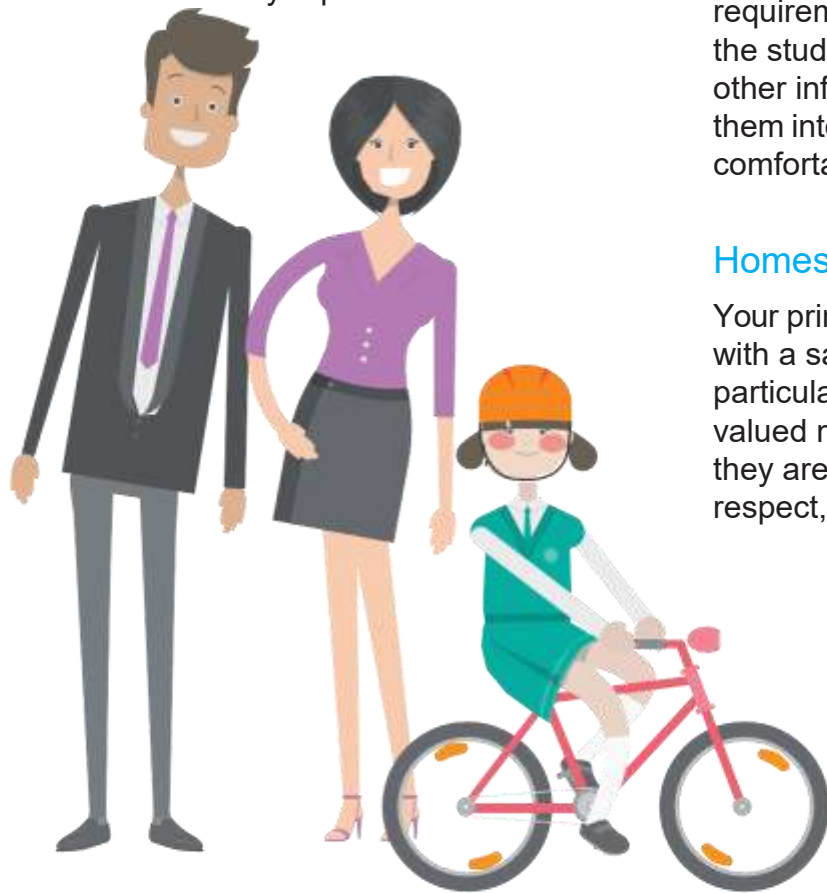
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Welcome to HPSHS homestay

Thank you for becoming an Education Queensland International (EQI) homestay host.

Homestay is a valuable opportunity for international students to experience the Australian lifestyle and practise their English language skills in a real home setting. As a homestay host you contribute to the positive memories international students have of their studies in Holland Park SHS. Our most successful hosts form cultural links and friendships with students and their families all over the world.

We understand that the student and host must work at this relationship to make it successful. This guide is designed to help you anticipate and overcome some of the common issues that can arise, and give you the tools to ensure that you and your student enjoy a safe and mutually beneficial homestay experience.



Homestay roles and responsibilities

EQI

EQI is responsible for approving the accommodation, support and general welfare arrangements for international students in the EQI homestay program.

Holland Park State High School

Holland Park SHS is responsible for recruiting homestay hosts, managing the school homestay program and ongoing monitoring of homestay arrangements. We maintain regular contact with HPSHS homestay hosts, students and their families.

When students request homestay accommodation our school takes care to match them to a host family compatible with their needs. Along with information about allergies, dietary needs, their attitude to pets and spiritual requirements, we also ask for details about the student's hobbies and interests, and any other information that will enable us to settle them into a homestay where they will feel most comfortable.

Homestay hosts

Your primary responsibility is to provide students with a safe, welcoming and friendly home. It is particularly important that you treat students as valued members of your household. In return, they are expected to show you and your family respect, courtesy and consideration.

Preparing for homestay

Students in homestay accommodation are living away from their families and home country, sometimes for the first time.

Naturally, this can be challenging for them, particularly if they speak limited English, and may be too shy to tell you if they don't understand how your household operates, or if something is wrong.

With some forward planning you can orientate your student to your household routine to get them settled in more quickly, avoid some common misunderstandings, and ensure a safe environment for everyone.

Communicate with your student before they arrive

If you have the chance, it is good to connect with your student and their family before they arrive. An introduction email may include information about you and your family and some details about your local area. Doing this removes some of the uncertainty the student might feel about moving to a new 'home.'

Prepare your home environment

Homestay hosts are not expected to supply resort style accommodation, but you do need to ensure that your student feels welcome and at ease in your home:

- **Cleanliness** is a very important factor, and a welcoming and regularly cleaned environment will influence how you and your home are perceived. Once your student has settled in, involve them in cleaning their room. Remember to demonstrate and clearly explain each task so they know what to do.
- **Comfort.** You must provide a private bedroom for your student's sole use, with suitable storage space for clothes, personal effects and study materials. They must have a desk, chair and adequate light for studying. Please consider the time of year they will be staying with you and equip their room accordingly. For example, with warmer bedding and a form of heating in winter, and a light quilt or sheets and a means of cooling the room in summer.

- **Private or shared rooms for Study Tour students.** It is highly recommended that Study Tour students have a private bedroom during their homestay, however, we do understand that in family homes this is not always possible. Where a student is to share a room it must be with a child of the same gender. Students must be given their own bed and should not be asked to use temporary beds, for example, a mattress on the floor.
- **Privacy** is very important to students so please ensure your student is given privacy in their bedroom and in the bathroom/toilet. For example, ensure that locks and appropriate window coverings are fitted, and people in your home know to knock and seek permission before entering these rooms.
- **Safety** is vital so please do a safety check of your home and fix, secure or replace anything that may be a hazard. For example, electrical sockets and wiring, trip hazards, external door and window locks and security lighting. Add extra smoke alarms if necessary. Home swimming pools and trampolines are more common in Australia than overseas so please provide safety instructions for these and any other equipment with the potential to cause injury.

Student safety is covered in detail on pages 14 to 28.

Learn about your student's culture

Every culture is unique so it is helpful to learn a little about your student's customs and practices to understand if there are any differences that might cause a misunderstanding. This way you'll know if there's anything you need to explain in more detail when you introduce the student to your home.

The following examples highlight some of the cultural misunderstandings that can occur:

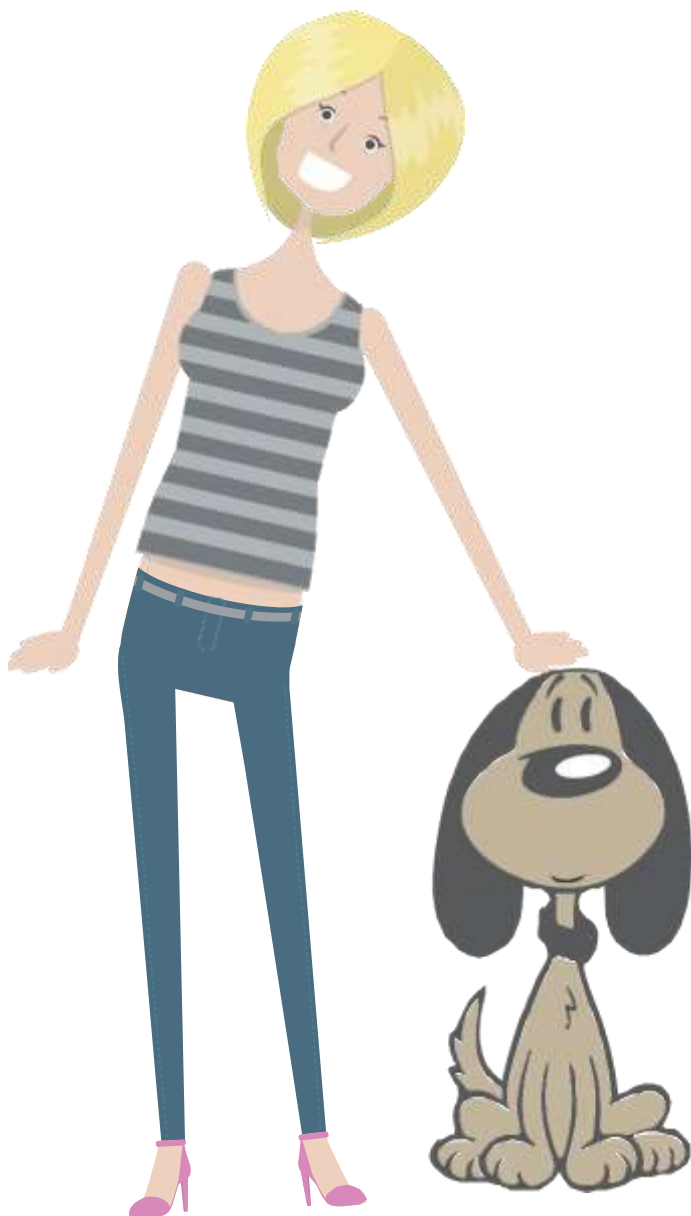
- You may need to show your student how to use the sheets on the bed and where to hang their wet towels as this may not be obvious to them.
- Homestay students can be shy about someone else washing their underwear so show them where they can wash and dry their own if necessary.
- Some overseas bathrooms are designed to drain large quantities of water very quickly. Explain to your student how Australian baths and showers work to prevent water damage to your floors and carpets.
- Water usage differs around the world so tell students about Australia's water saving policy. Some local authorities supply free shower timers that you can give your student to use.
- In some cultures it is considered disrespectful or rude to make eye contact with the person you are speaking to. If your student does not look at you during a conversation it could be a sign of respectfulness toward you. You should explain to them that the opposite is true in Australia.
- Pointing with one finger at a person or object is thought to be rude in many countries. Avoid offence by using your whole hand to point out people or things.

Prepare your family and household members

Discussing your student's arrival with your family enables them to anticipate changes to their usual routine. It is important that everyone knows the behaviour expected of them, their role in making the student feel at home, and what to do if things go wrong. If you plan to have additional adults stay in your home overnight during the student's stay, e.g. friends or relatives, you need to ensure compliance with the EQI Homestay Risk Management Strategy.

Plan how to introduce your pets

If you have pets then you may need to adapt their routine too, as many cultures are not used to animals living indoors. It's a good idea to introduce your pets slowly and monitor them while they adjust to the new person in your home.



Insurance

Your home and contents insurance policy may not cover international students staying in your home, so please check this with your insurance provider. Some providers offer homestay host insurance as an additional option to your cover. Further information is provided on page 31.

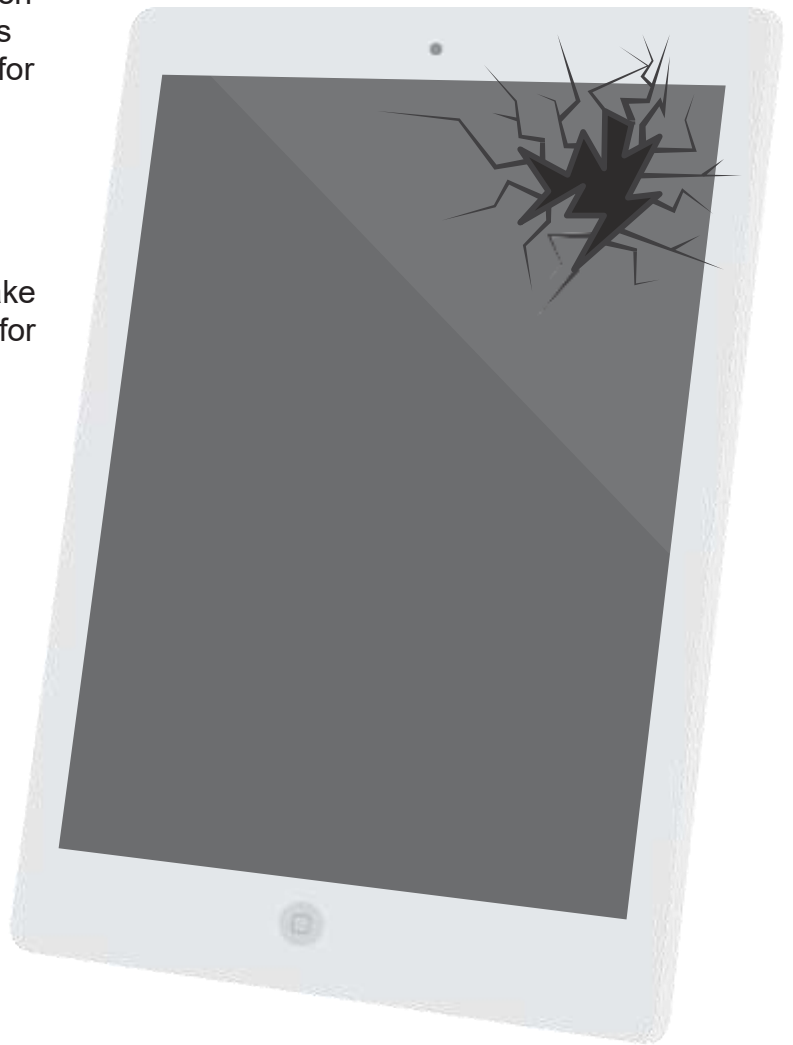
Students and their families are responsible for insuring any valuable items they bring with them or buy in Australia. All international students travelling on a student visa must have Overseas Student Health Cover (OSHC) for the duration of their stay here unless exempted through reciprocal country arrangements. When accessing medical treatment, the student pays for the service and then applies for a refund for all or part of this expense depending on the service provided.

It is important to note that not all medical expenses are covered by OSHC.

EQI suggests that all international students take out travel and/or additional health insurance for the duration of their stay.

Insurance for Study Tour students

It is a mandatory requirement for all Study Tour students to have travel insurance.



Student welcome and orientation



Student arrival

When an international student arrives for the start of their study program a school representative may meet them at the airport and take them to their homestay or school. The school will tell you what time your student will arrive so you can be at home to welcome and settle them in. Don't forget to use the student's name when you meet and when you introduce them to other people.

Getting to know your student

Give your student some time to rest and freshen up before orientating them to the rest of your home. The orientation is an opportunity to get to know each other, and a chance for you and the student to ask questions. Establishing open two-way communication from the start makes it much easier to discuss issues that may arise later.

Home orientation

There are many things to tell your student at the beginning of their stay, for example, how things work, your household rules, and safety in and outside of the home. There's a lot to take in, so don't try to tell your student everything at once.

When you talk to your student speak slowly and clearly, and check that they understand. It's a good idea to print out important information so the student has something to refer back to if needed.

This orientation checklist outlines the range of topics to discuss with your student:

Introductions and personal needs <ul style="list-style-type: none"> Names: preferred name – student and host Host family introduction Household pets Bathroom preferences, e.g. shower or bath, morning or evening Food preferences, likes and dislikes, breakfast choice, allergies Hobbies and interests Occasions to mark, e.g. student's birthday Other needs, e.g. spiritual, medical, cultural 	Communication <ul style="list-style-type: none"> Asking questions and discussing issues Family members and contact numbers Staying in contact School and emergency contact numbers Where to find information Getting a mobile / buying mobile phone credit Home internet and telephone use 	Household facilities and features <ul style="list-style-type: none"> Household entry, keys, locks and security Student's bedroom: storage, electrical sockets, fans/heaters/ air conditioning, window locks and curtains/blinds, sheets and bedding, keeping things tidy Bathroom: how to use, timings, lock, toilet, water consumption, hygiene, fresh towels Kitchen: utensils, food storage, preparing food, snacks Shared spaces, TV and entertainment Garden and outdoor equipment
Household routines <ul style="list-style-type: none"> Meal times School schedule Bedtime Laundry Cleaning Helping with chores Shopping Transport Internet/phone curfew 	House rules <ul style="list-style-type: none"> Household etiquette, e.g. using mobile phones during family time Acceptable behaviour Privacy Supervision Friends and overnight visits Curfew and noise Personal items and spaces that are off-limits 	Safety at home <ul style="list-style-type: none"> Smoke alarms Electrical safety Evacuation plan Cybersafety Swimming pool safety Sports and play equipment First aid and emergencies Breakages and damage
Safety outside the home <ul style="list-style-type: none"> Travel High risk activities Driving Evenings out and curfew Personal safety Sun safety Beach safety Staying in contact and emergencies 	Local area orientation <ul style="list-style-type: none"> Local map, address and directions from home to main points of interest Getting to and from school Shops and currency Bank, post office Chemist and medical facilities Library Public transport, travel cards and timetables Things to do nearby 	

Please note, some of these activities do not apply to younger students and Study Tour students.

Daily support

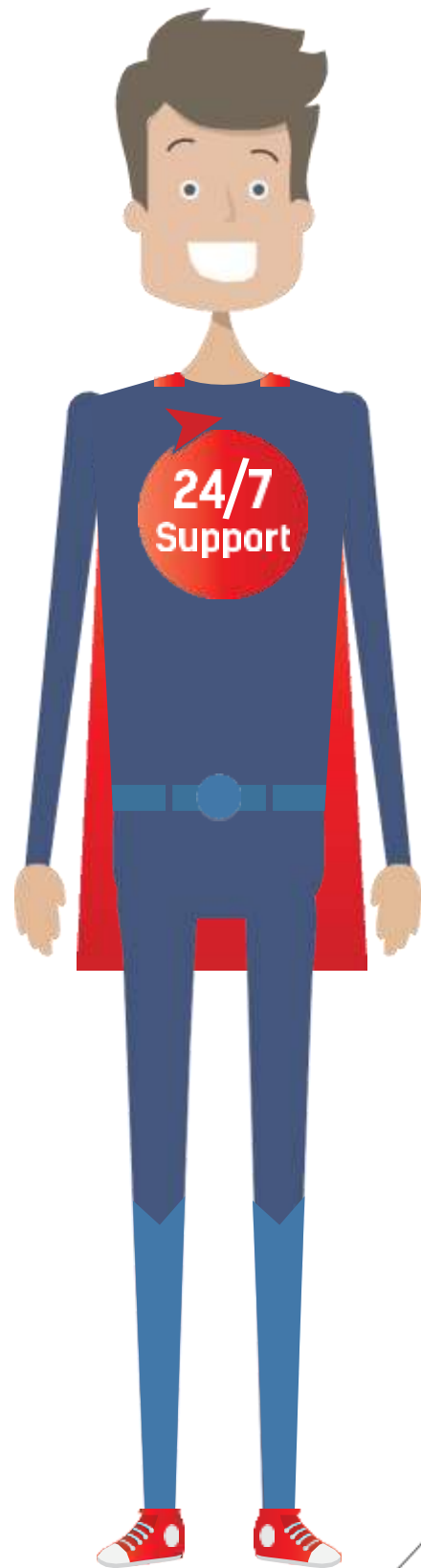
Supervision

You are responsible for providing appropriate supervision for the duration of your student's stay. International students must never be left unsupervised overnight, even if they are aged over 18. If you cannot supervise your student (for example, if you have to travel and they cannot accompany you) please contact the school (in advance) so appropriate arrangements can be made.

Supervision of Study Tour students

Study Tour students must be supervised at all times, including before and after school.

In most cases, it is expected that the visiting student will travel to and from school each day with a homestay family 'buddy.' If this is not possible, an adult member of your household must do this.



Meals

Homestay students must be given three nutritious meals a day – breakfast, lunch and dinner – along with some between meal snacks such as fruit or biscuits. Getting used to new foods can be difficult for the student in the first few weeks so try to include something they are familiar with along with the meals you normally prepare.



Taking your student grocery shopping is also helpful as you can show them different foods and ask them to show you what they like to eat. For meals like breakfast and lunch you may need to explain what foods are available in your home and how to prepare them, for example, cereal, toast or sandwiches. Show the student which snacks they can help themselves to and leave these in a clearly marked container so they know where to find them.

If you go out for dinner, then you must take your student with you and pay for their meal. If you offer your student a homestay meal but they choose to eat out then they

are responsible for covering the cost themselves.



Locks and home security

You should give the student a key to your home and explain that it must be kept safe at all times. Show them how to secure your home and use the locks, passwords and alarms to access the house. If you have young children or pets then emphasise the importance of closing doors, unscreened windows and garden gates.

As Study Tour students must not be left on their own they do not require a key to your home.

Student safety

The safety and wellbeing of international students enrolled in Holland Park SHS is our primary concern.

HPSHS has documented procedures to ensure international students enjoy a safe, secure and supportive environment at home and at school.

It is essential that you tell your student about safety risks in and outside of the home, in the same way you would your own children.

Student safety guidelines are provided on pages 14 to 28 of this booklet. If you have any questions, or need more information about student safety, please contact the school.



Emergency contact details

It is a priority that your student can always reach you or another responsible member of your household. Please give them all your contact details and make sure they have HPSHS's 24-hour emergency phone number.

All these details should also be displayed in a prominent place in your home.

You must also explain to the student what to do and who to call in an emergency situation:

Dial 000 in an emergency and ask for Police, Ambulance or Fire Rescue

The first day of school

You must take your student to school on their first day, and until they are comfortable travelling to and from school on their own.

You should show them the best way of getting there from your home (walking, cycling, bus, ferry or train). Students are required to cover the cost of their transport to and from school each day. HPSHS may ask you to help your student to complete an enrolment guide to bring with them on their first day.

Study Tour students must travel to and from school each day with a homestay family 'buddy,' or an adult member of your household.

School uniform

It is compulsory for students to wear the correct school uniform every day. Study Tour students will usually wear the uniform of their home school.

You should discuss laundry arrangements with your student to ensure that they have enough clean and pressed uniform items for the school week.



Absence from school *

International students are expected to attend school every school day. You should inform the school if your student cannot attend for all or part of the day.

If your student falls ill at school, you will be asked to take them home and to the doctor. You must discuss alternative arrangements with the school if you are unable to collect your student straightaway.

Your student's punctuality and attendance are regularly monitored. If there is a problem, a warning notification will be issued and guidance support offered.

** This does not apply to Study Tour students*

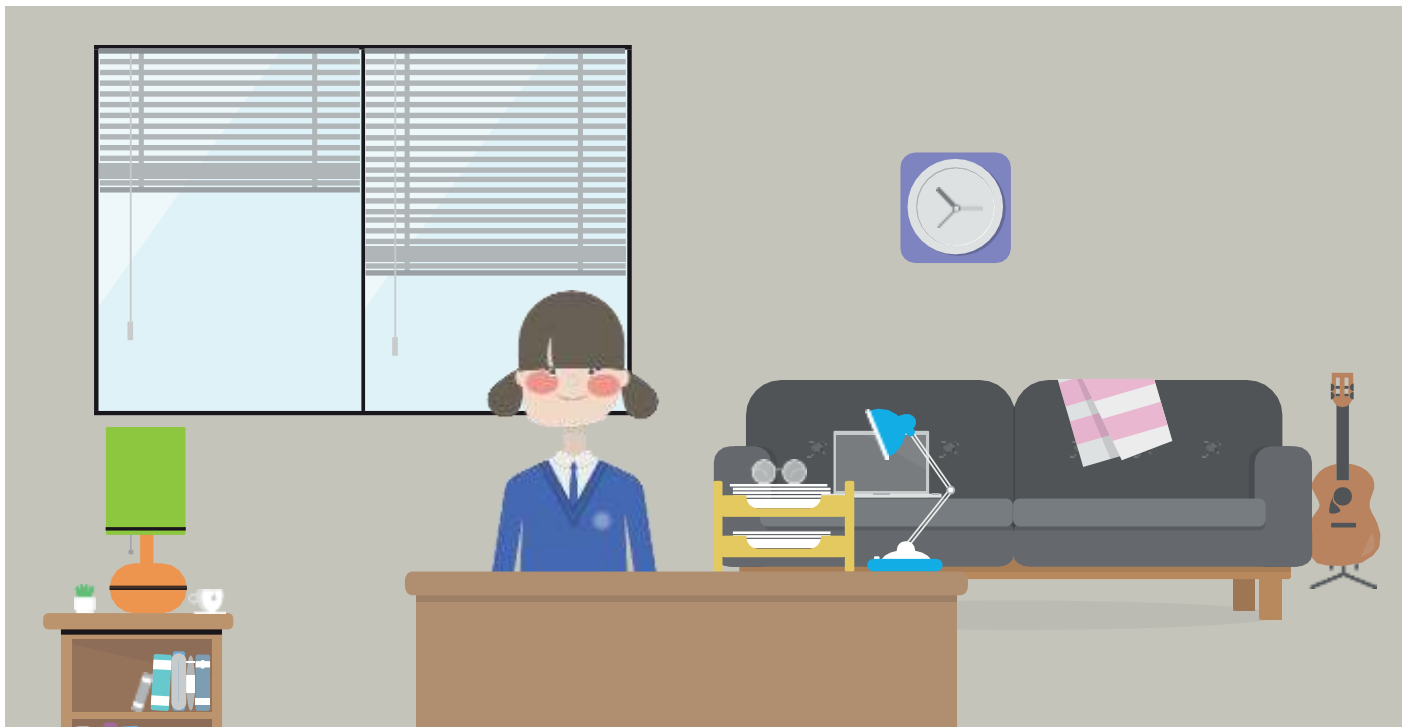
Academic achievement

International students must maintain satisfactory academic achievement across all areas of their study. Holland Park SHS will monitor student achievement and liaise with teachers and guidance officers to assist students to reach their full potential.

** This does not apply to Study Tour students*



Helping with study



Living with an Australian family is a great way for international students to practise their English language skills. You should encourage your student to participate in conversations at home. It is also helpful for them to practise outside the home, for example, by going grocery shopping with you, to the movies, or out for a meal.

All students have access to a guidance officer, teachers and tutor support if they need help with their school work.

Please monitor your student's study habits at home and discuss any concerns you have with the school.

Homestay hosts are not expected to help with homework but your student will appreciate your assistance with any words or questions they don't understand. You can also assist by having a conversation with them about their academic progress or things they find challenging to identify if they need extra support.

As a homestay host you must help the student to participate in the extracurricular activities recommended by the school.

School holidays *

Many international students stay in Australia for the school holidays, although some will return to their home countries during the break. HPSHS students can join an organised adventure tour during the holidays, enabling them to see and experience some of Australia's most iconic landmarks. Students pay extra for these tours.

If you plan to travel away from home during the school holidays, please consider the needs of your student. If you can't take your student with you, or if they decide not to go, please give us a minimum of four weeks' notice to organise alternative accommodation for them. While you are away, your student's homestay fees will be paid to their temporary homestay provider.

** This does not apply to Study Tour students*

Change of placement

If you, the school, or the student requires a change of placement, the school will arrange this in accordance with EQI policy, and inform the student's parents or legal custodian of the details.

If a student wants to move from a homestay residence the school will investigate and arrange mediation or counselling if appropriate. The final decision on any move is made by the school principal in liaison with EQI.

If you have a student staying with you, you may withdraw as a Holland Park SHS homestay host by giving the school at least four weeks written notice. This gives us time to make alternative arrangements.

The school may revoke your status as a homestay provider in the following circumstances:

- If there is a serious incident, complaint or emergency involving the student, we may give you notice that the student will leave your home with immediate effect.
- In any other case, the school or EQI may give you two weeks' notice, or within a timeframe agreed with you.



Safety in and around the home

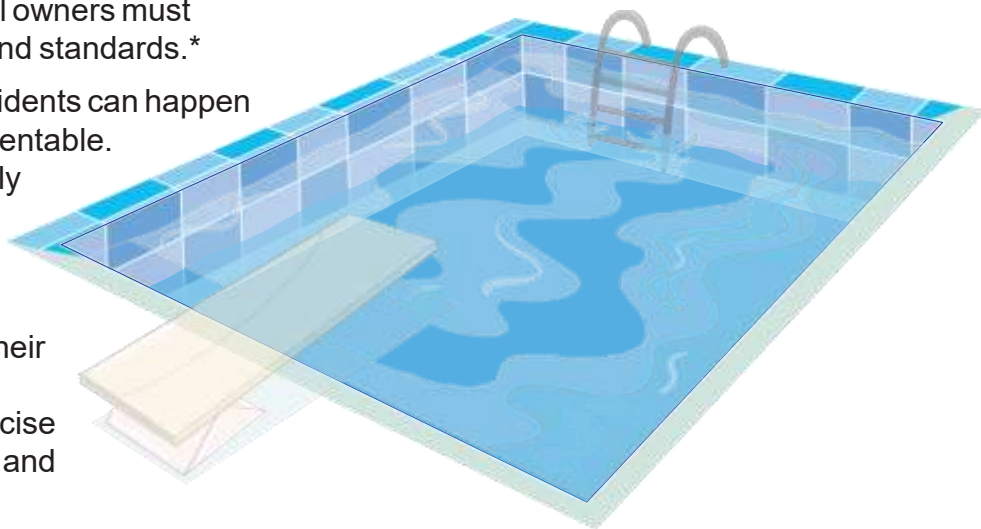
Swimming pool safety

In Queensland, swimming pool owners must comply with pool safety laws and standards.*

Drowning and pool related accidents can happen very quickly, but most are preventable.

Students must be appropriately supervised when swimming, taking into account their swimming abilities.

Please be aware that despite their age, your student may not be able to swim, so you must exercise extreme caution around pools and swimming areas.



*For further information please see www.qbcc.qld.gov.au or contact the Queensland Building and Construction Commission.

Sports and play equipment

If you have sports and play equipment in your backyard, then you need to check that it meets safety recommendations for its set-up and maintenance. Where appropriate, activities using outdoor play equipment should be supervised. Trampolines are particularly hazardous for young children, with many injuries recorded in Queensland every year.

For guidance on making your backyard play equipment safe please visit the Kidsafe Queensland website at www.kidsafeqld.com.au/playground-safety/home-play

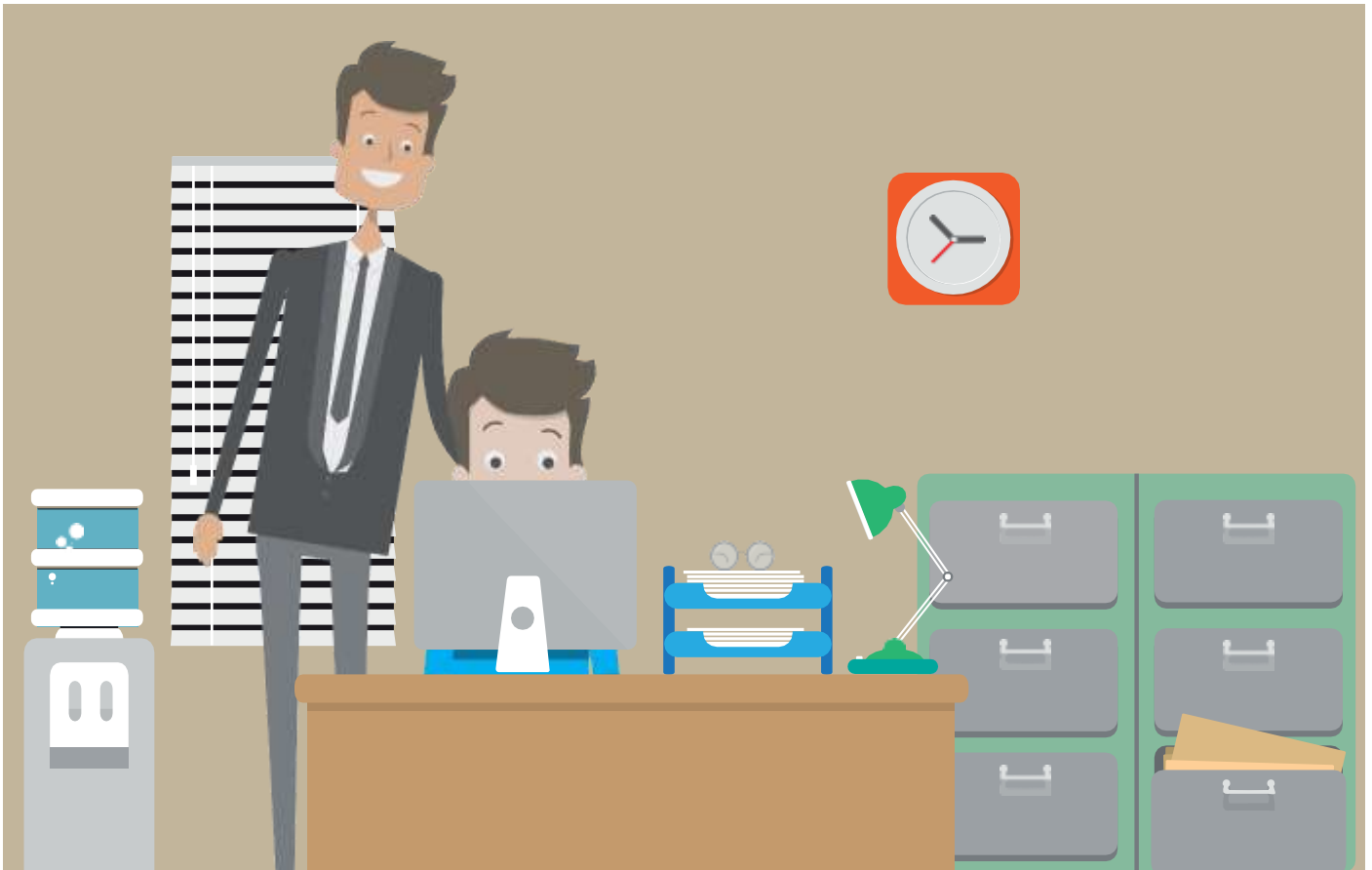
Household chores

It is usual for students to help with light household tasks but you must not ask them to undertake heavy cleaning or handle potentially dangerous chemicals. This includes cleaning swimming pool filters or adding chlorine or other chemicals to the water, cleaning with bleach, mopping and vacuuming large areas of the home, or caring for the family's pets.

Some students may not be familiar with household chores so you should demonstrate and explain each task clearly, for example, how to vacuum their bedroom floor, to ensure they understand what you are asking them to do.

Your student may enjoy helping you in the garden with planting or other light tasks but they are not to use hazardous tools or machinery such as lawn mowers, hedge trimmers or whipper snippers.

Students should not supervise, babysit, or be left in charge of younger children, even for a short time.



You must negotiate the use of your household phone, computer and internet service with your student. Set the usage guidelines and talk to them about cyber safety and what is forbidden by Australian law.

Young people are not always aware of internet costs and download limits so you should be clear about these at the outset. You must also tell them that students under the age of 18 cannot access material that is deemed 'objectionable' or 'unsuitable for minors', and that it's illegal to download pirated content protected by copyright.

Cyber-attack poses a real threat to young people who can easily become victims of online bullying, fraud and coercive behaviour, threatening their personal security and potentially that of their homestay family.

Please tell your student about the 5R's of online safety:

- **Realise** the people you chat with may not be who they say they are.
- **Refuse** any requests for personal information – never give out your full name, address, phone number or school name – and ensure your internet profile is private.
- **Review** your contacts - it's not a good idea to have contacts you don't know.
- **Respond** quickly if you ever feel uncomfortable online. Close the program then tell your homestay parent(s), teacher or a trusted friend.
- **Report** (through your homestay family or school) any suspicious or dangerous online activities to the police.

You should also respect your student's online privacy, particularly on social media. For example, it is commonplace to share your family photos on Facebook or other social media sites but if your student appears in a photo you must always ask their permission before posting it online.

For more information please visit the Queensland Government cybersafety web page www.qld.gov.au/education/schools/health/cybersafety

Culture shock

Cultural adjustment or 'culture shock' can occur when an international student becomes overwhelmed by the differences of living in an unfamiliar culture, from eating unfamiliar food, to speaking a different language. The symptoms can be physical (sleep disturbances, eating problems, frequent illnesses), and psychological (severe homesickness, loneliness, boredom, isolation, hostility and withdrawal).

As a homestay host you can help by looking out for these signs and providing an understanding and supportive home environment. For example, you may notice your student is spending a lot of time alone in their room or has stopped talking at mealtimes. Encourage them to take part in family activities and ask them to talk about their day, and if there is anything they need help with.

During their school orientation program students are given strategies to cope with culture shock. However, if they continue to experience difficulties you should contact the school.

Safety outside the home

Curfew times and going out

Students are required to follow Holland Park SHS International Student Program's curfew guidelines while staying with a HPSHS homestay host. There may be situations where a student will need to stay out later than these recommended times, so homestay hosts should negotiate these exceptions directly with the student in consultation with the school. For example, they may wish to attend club soccer training or piano lessons after 6.00pm on a Wednesday.

Sunday to Thursday

- Junior High School (Years 7 to 10) - no later than 6:00pm.
- Senior High School (Years 11 to 12) - no later than 7:00pm.

Friday/Saturday and school holidays

- Junior High School (Years 7 to 10) - no later than 9:30pm.
- Senior High School (Years 11 to 12) - no later than 10:30pm.

If your student is going out they must tell you where they are going, how they are getting there, who they are going with, what they will be doing and the time they will be home. It is advisable that they take with them a fully charged mobile phone programmed with your contact numbers, and carry a card that contains the same details. It is a good idea for you to have a phone number for one of the people they are with, or another parent, in case there is a problem with your student's phone and you need to contact them.

Before they go out, please check that your student understands some basic safety rules:

- No matter what time of day, if you're travelling alone be alert to your surroundings. Don't wear headphones as you may not hear what's happening around you.
- Where possible, always travel with a group you know well.
- At night, stay in busy places and avoid dead-ends and poorly lit areas.
- Do not go anywhere with strangers or people you have just met.
- Never give your personal information to strangers or people you have just met.
- Make sure you have enough money or travel credit to get home.
- Plan which bus, train or other public transport you will catch, tell your homestay family what time it arrives and what time you will be home.

You should also tell your student what to do in the event they are stopped by the Police. In many situations, the Police have the right to ask people for their name and address, so please advise your student that it is an offence to refuse to give this information when asked for it.

Money and valuables

- Tell your student to keep their money, wallet and valuables in a safe location, e.g. a zipped bag or backpack.
- Advise them to avoid carrying, wearing or showing off expensive items, such as mobile phones, cameras and jewellery.

Visit www.studyqueensland.qld.gov.au/live/safety-and-support for resources to support your conversations about safety, including Crime Prevention and Community Safety videos created specifically for international students.

Travel and activities

EQI's travel and activities policy (contained in the student's enrolment agreement) is there to safeguard their personal safety and wellbeing, to manage risks, and to protect homestay providers.

The policy requires students to get approval from the school for all non-routine travel and activities (including overnight stays and non-routine travel taken with their homestay family).

HPSHS is responsible for approving and monitoring the accommodation, support and general welfare arrangements for students in the homestay program. This means the school must ensure that appropriate arrangements are made to protect students' safety. For this reason, HPSHS has adopted EQI' policy position that high risk activities cannot be approved.

High risk activities include any activity which poses an increased risk of harm, illness or injury. There are many high risk activities available in Queensland and this is why students must get approval from the school before undertaking non-routine travel and activities.

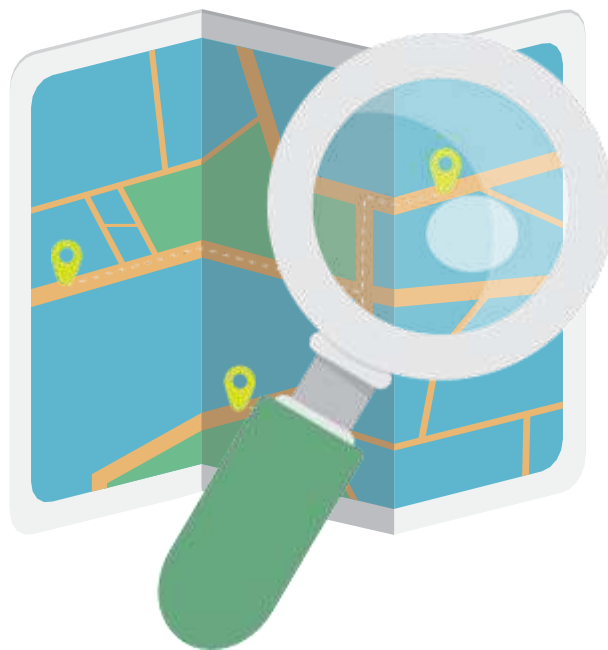
EQI takes student safety seriously and may cancel the enrolment of a student who breaches the travel and activities policy.

For more information about student travel please contact the school or EQI.

Travel and activities – Study Tour students

It is a mandatory requirement that all Study Tour students have travel insurance. Students should read their insurance policy and avoid any activities that are excluded under it.

Homestay hosts must not permit students to engage in any high risk activity. Some activities are inherently dangerous, while others may be high risk for a particular student. For example, swimming is a high risk activity for students who cannot swim.



Sun safety

Most people outside Australia don't realise the extreme dangers posed by the Queensland sun, including skin cancer, sunburn, dehydration and heat-related illnesses. You must teach your student to be sun safe by telling them to:

- avoid direct sun when possible
- drink plenty of water
- wear a long-sleeve shirt, wide brim hat and sunglasses
- regularly apply an SPF 30+ high protection sunscreen.



Bush safety

In Queensland, you are never really very far from bushland - whether it's a park, forest, national park or nature reserve. You should tell your student to take particular precautions, including those relating to bushfire, if they are walking or exploring in Australia:

- don't travel alone
- make sure you tell someone exactly where you are going, the route you will take and the time you will be back
- prior to travelling in an area of high bushfire risk, check the Fire Danger Rating (FDR)
- adhere to fire bans and bush fire safety procedure
- take sun safe precautions and pack drinking water
- stick to a walking track or road
- read warning signs and be cautious about swimming in rivers and lakes. If it is safe to swim, enter the water gradually
- never swim in an area inhabited by crocodiles or other dangerous marine animals
- keep your distance from, and do not feed, wild animals.

Bush walking information, maps and safety guidelines are provided on the Queensland Department of National Parks, Sport and Racing website

parks.desi.qld.gov.au/things-to-do/activities/walking

For more information about staying safe around wildlife visit

environment.des.qld.gov.au/wildlife

To find out about fire safety at home and in the bush visit www.qld.gov.au/emergency/safety/fire



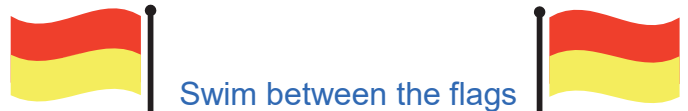
Beach safety



It is very likely your international student will want to go to the beach. Whether they go with you, on a school visit or with friends, please talk to your student about beach safety:

- always read and follow the beach warning signs
- always swim between the red and yellow flags (please see the guide on page 21)
- only swim in areas compatible with your swimming ability
- never swim alone
- don't run, jump or dive into shallow water
- be aware of creatures that bite or sting, particularly jellyfish
- practise sun safety

Flags and signs





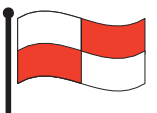






It is important to swim between the red and yellow flags – this is the part of the beach supervised by lifesavers or lifeguards who can provide assistance if needed.



Image published with kind permission of Surf Life Saving Australia

Other flags and signs:

Flag or sign	Meaning
	These show the supervised area of the beach and that a lifesaving service is operating.
	Beach is closed. Do not enter the water.
	Area reserved for surfing.
	Shows potential hazards in the water. Look out for a yellow warning sign next to the flag showing what you need to be careful of in the water.
	Emergency evacuation. Leave the water immediately.
	Warning sign. Shows hazards at that beach.
	Regulatory sign. Shows prohibited activities at that beach.
	Information sign. Provides information about features at that beach.
	Shows a safety provision nearby (e.g. phone, first aid) or provides safety advice.

Rips

A rip is a strong current that starts near the shore and runs away from the beach. It may feel like you are being pulled out to sea and unable to get back to the beach. Not all rip currents flow directly out to sea. Some may run parallel to the beach before heading out to sea.

What do rips look like?

Not all rips look the same. However, rips will have one or more of the following features:

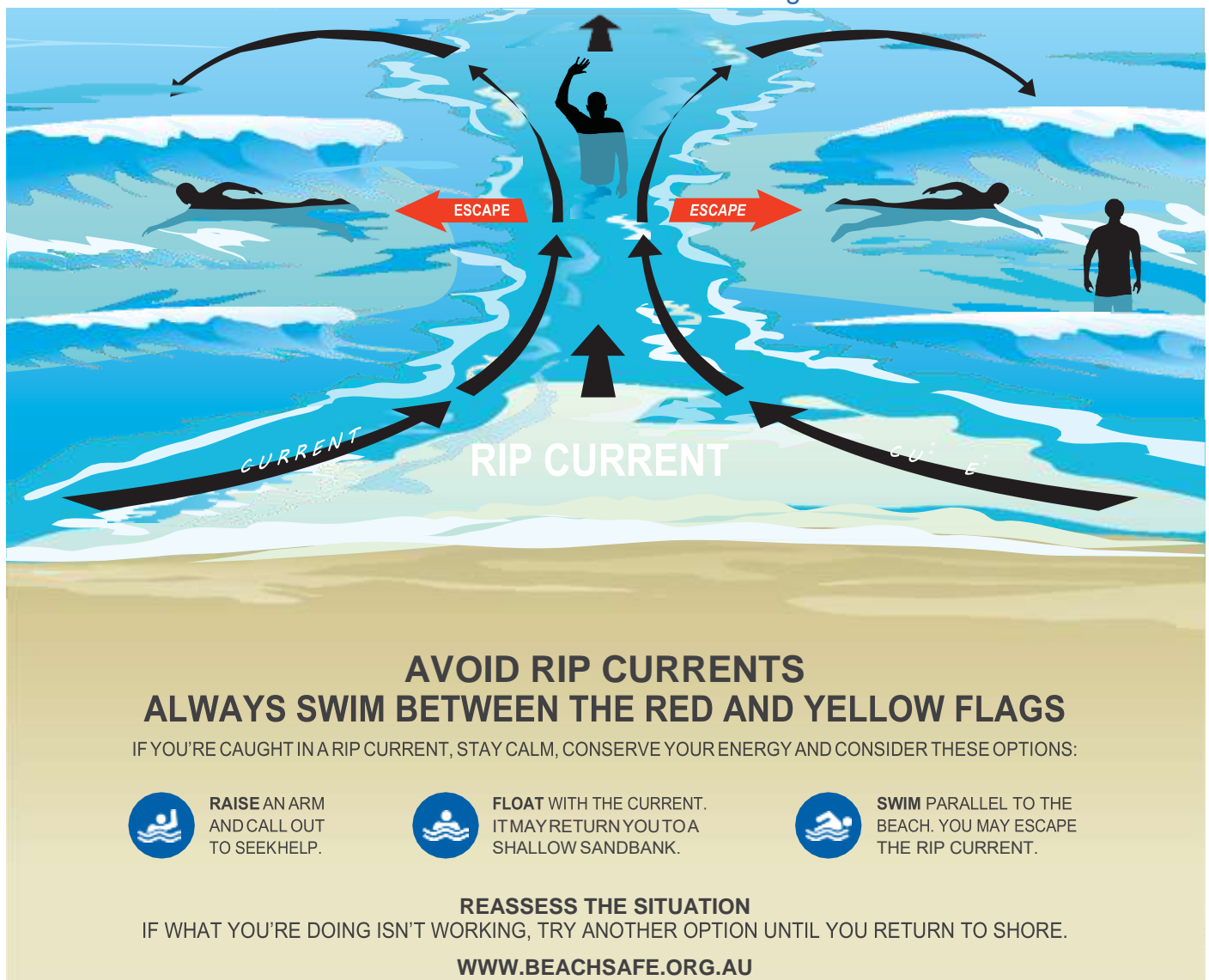
- darker, deeper water
- murky brown water caused by sand stirred up by fast-moving water
- a choppy or rippled look, when the water around is generally calm
- in large surf, a smoother surface with much smaller waves
- an area where waves aren't breaking (compared to surf at other parts of the beach)
- foam or debris floating out to sea.

If you are caught in a rip

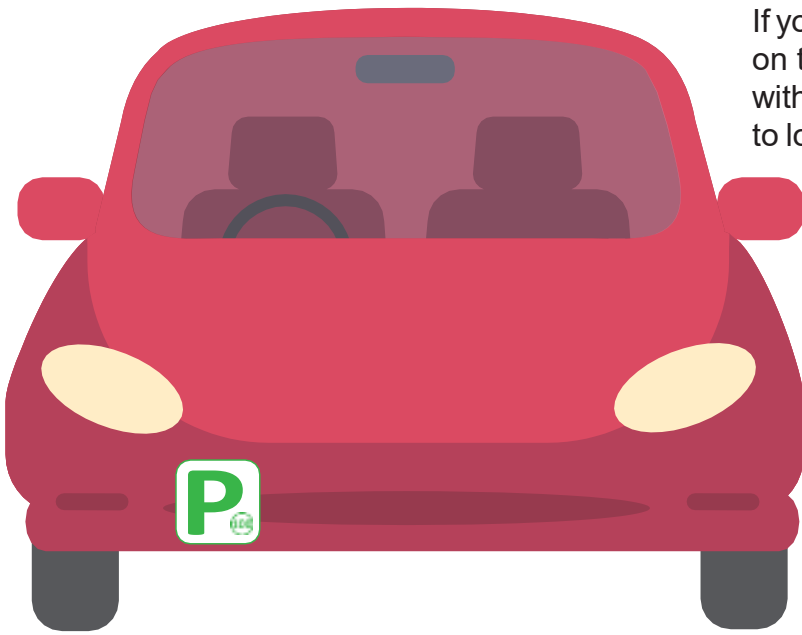
Stay calm, conserve your energy and consider these options:

- for assistance, float and raise your arm to attract attention
- float with the rip current, it may flow in a circular pattern and return you to a nearby sandbar
- swim parallel to the shore, you may escape the rip current and return to shore
- reassess the situation—if what you're doing isn't working, try another option until you return to shore.

Read more about beach safety on the Surf Life Saving Queensland website
www.lifesaving.com.au



Roads and driving



If your student comes from a country that drives on the right, then you need to familiarise them with Australian road rules. Show them which way to look when crossing the road and explain how pedestrian crossings, signals and shared walking / cycling paths work.

Students are not permitted to travel in vehicles driven by learner drivers. They may travel in a car driven by a P-plate driver, provided the student has written permission from their parents / legal custodian and the school.

If students wish to learn to drive a vehicle, they must have lessons with a professional instructor and permission from their parents / legal custodian. They may drive a vehicle if they have a driving licence and the agreement of their parents / legal custodian.

Working in Queensland

The student's visa may restrict their ability to work while they are in Australia. They are also subject to Queensland law which:

- limits the hours of work of school-aged children to ensure that their studies are not adversely affected
- protects children from performing work that may be harmful to their health and safety, or compromises their mental, moral or social welfare.

If you are concerned that your student's job is affecting their school attendance, study or personal wellbeing, please contact the school.

For further information please see

www.oir.qld.gov.au/system/files/2023-02/child-employment-guide.pdf



Homestay host and student behaviour

Blue card legislation

Homestay hosts require a blue card or an exemption card. Generally, all adults who live in your home will also require a blue card or exemption card.

The legislation governing blue cards requires HPSHS to have a risk management strategy which applies to all people interacting with children in a homestay (for example, homestay providers, residents of the home, visitors and the student).

You and all other persons in your home must comply with the school and the DET Risk Management Strategy.

Please contact Blue Card Services on 1800 113 611, or see www.bluecard.qld.gov.au for further information.



Maintaining appropriate behaviour

The best way to maintain appropriate behaviour is to abide by Australian law and exercise common sense and caution with regard to the homestay student in your care.

As a host, you must remember there can be a significant difference in what you and your student consider to be appropriate behaviour.

Hosts are reminded that the behaviour of family members towards the homestay student is judged by the student's reasonable perception and interpretation of that behaviour, and not by the intention of the family member. These issues can be managed by considering the following:

- Is the behaviour likely to be unwelcome or is it encouraged or accepted by the student?
- Is it possible that the student finds the conduct embarrassing, humiliating or intimidating?

All people in the home (including the student) should act in a way that would be considered appropriate when viewed by a third party (i.e. people should not put themselves in a position where they are vulnerable to accusations of wrongdoing), for example:

- you, residents of your home and visitors should not be alone with the student in a bedroom or bathroom with the door closed
- the student should not be alone with another person (for example, a younger child) in a bedroom or bathroom with the door closed.

The following are examples of unacceptable behaviour:

- acting towards, or speaking to a person in a manner that threatens or vilifies that person
- making jokes, suggestive comments or offensive gestures related to a person's race, colour, ethnic origin, disability, gender or sexual characteristics
- distribution or display of material (including through e-mail) which may be offensive, such as sexually explicit posters or pictures, racist or sexist jokes or cartoons
- persistent questions about a person's private life
- personal comments about appearance, size, clothing
- demands for sexual favours, either directly or by implication
- unwanted and deliberate physical contact (hugging can be unwanted)
- indecent assault and other criminal offences.

Sometimes incidents can occur from a lack of understanding about what is acceptable. For example, different interpretations of 'personal space' and shows of affection.

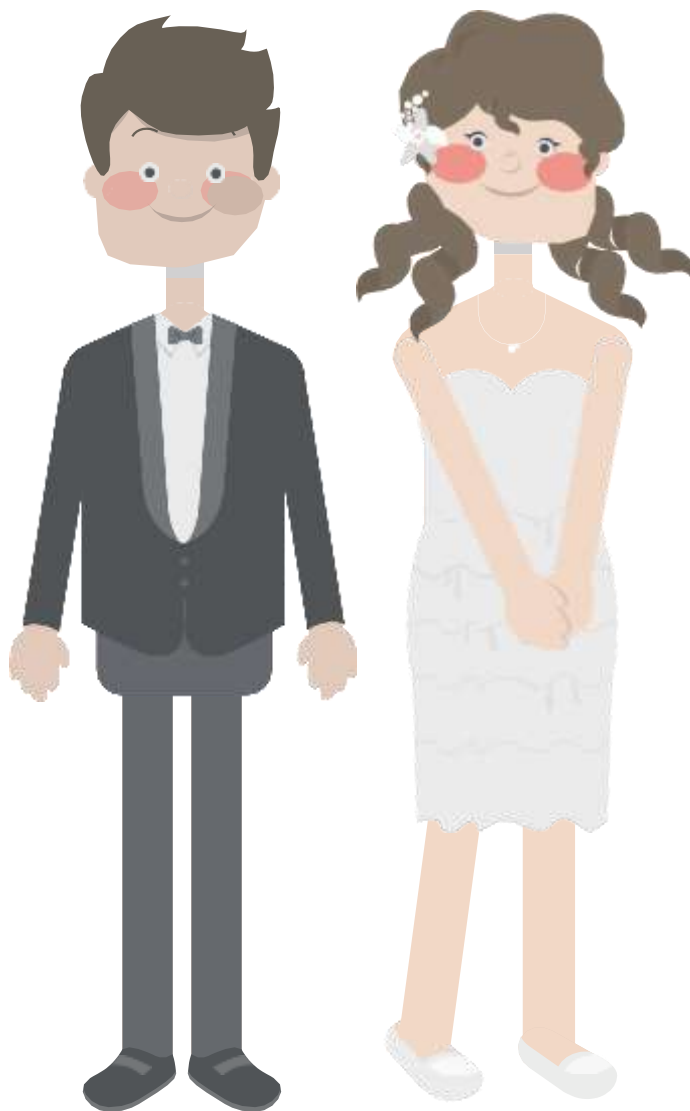
You should therefore exercise all appropriate care and consideration towards your student(s).

Should an incident be alleged to occur during a homestay placement, the school or/ EQI and may be obliged to notify the Police.

Student behaviour

Students must respect the homestay household's rules and property, show consideration and courtesy to their hosts and comply with curfews and the terms of outings and visits. It is essential that the student informs you of their whereabouts, and remains contactable by you, at all times.

If they fail to meet these standards, EQI could consider their conduct to be unsatisfactory and may cancel their enrolment or remove them from the homestay program.



At all times, students must:

- comply with Australian laws and the conditions of their student visa
- not drink alcohol, smoke, misuse prescription medication or use illegal drugs
- not do anything that endangers their safety or the safety of other people
- not do anything that may bring their school or the EQI international student program into disrepute.

It is essential that you discuss acceptable behaviours with your student, and explain that they must also abide by Australian laws.

However rare it may be, homestay hosts should always be alert to any unsocial or improper behaviour by a homestay student.

The Department of Education(DE) Student Protection Guidelines, available on the department's website (ppr.qed.qld.gov.au/pp/student-protection-procedure) provide advice about student protection matters, including student sexualised behaviour, unlawful sexual relationships between children under 16 years of age, harm caused by another student and student self- harm.

If you have any concerns about sexual behaviours, unlawful sexual relations or student harm (including self-harm), please contact the international student coordinator or the school principal immediately.

Please also see 'Issues and Critical Incidents' on page 26.

Discipline

You must not subject your international student to any form of physical or aggressive verbal punishment. Student discipline will be decided by the school and the student's parents / legal custodian.

If you are concerned about your student's behaviour, please contact the school for assistance.

Issues and critical incidents

What to do in an emergency

Before your student arrives you are given a copy of the school's emergency procedure and 24-hour contact details. If an incident occurs you must:

- notify the school about the incident as soon as possible
- assist your student to access the medical services they need by making appointments and accompanying them to these appointments
- let the school know about the student's medical treatment and results
- where necessary, arrange for any medical invoices to be sent directly to the school to arrange payment by the student's parent or legal custodian.

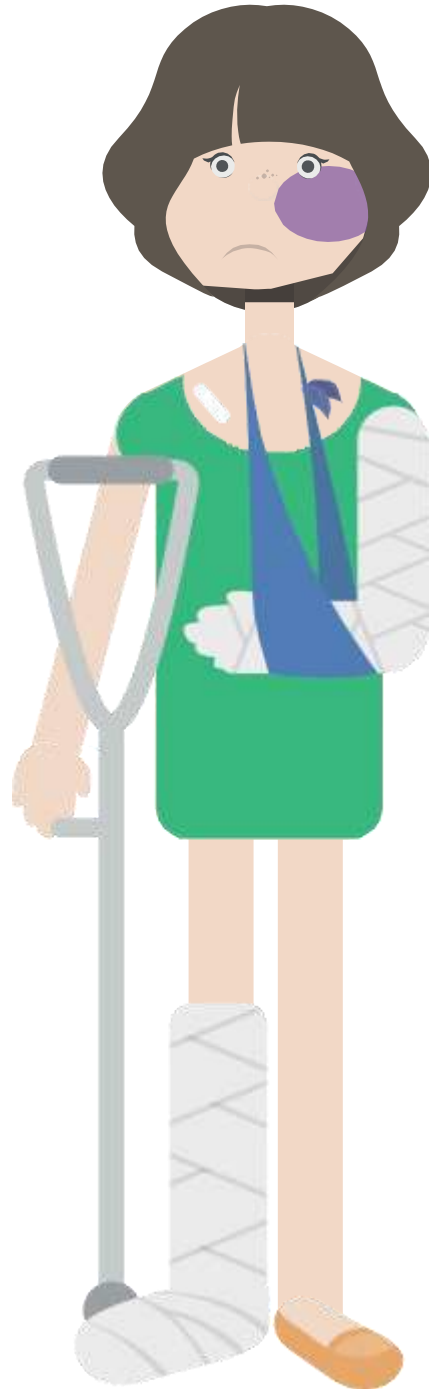
Critical incidents

A critical incident may occur at or away from school. A 'critical incident,' for the purposes of the EQI critical incident procedure, means any serious injury or illness suffered by an overseas student enrolled in HPSHS international student program, and any serious threat to a student's health, safety or wellbeing.

Homestay procedure for critical incidents

Call triple zero (000) to contact Police, Fire or Ambulance in life threatening or emergency situations, and follow the instructions of the emergency services.

For incidents which occur outside school, you should notify the school emergency contact on the school's 24-hour emergency phone number.



Other incidents

Always notify the school of an incident or injury, even if it appears to be minor. It is important that ALL incidents involving international students are documented, particularly if a more serious condition develops as a result of the incident.

Identifying if your student is experiencing harm

It is essential that EQI, HPSHS and homestay providers work together to protect and ensure the safety of our international students. As the homestay provider you are in a position to observe behavioural, emotional or physical signs that may indicate that your student has, or is experiencing any kind of abuse.

The Queensland Government Department of Communities, Child Safety and Disability Services publishes information that will help you to understand the nature of abuse, the signs to look for, and how to report any concerns you have.

Protecting children at risk of harm requires immediate and serious attention. Effective protection of children relies on members of the community reporting their concerns. This needs to occur in a timely way to prevent concerns becoming more serious.

Some general indicators of child abuse include:

- showing wariness and distrust of adults
- bedwetting or soiling
- demanding or aggressive behaviour
- sleeping difficulties, often being tired and falling asleep
- low self-esteem
- difficulty relating to adults and peers
- being seemingly accident prone

- having broken bones or unexplained bruising, burns or welts in different stages of healing
- being unable to explain an injury, or providing explanations that are inconsistent, vague or unbelievable
- feeling suicidal or attempting suicide
- having difficulty concentrating
- being withdrawn or overly obedient
- being reluctant to go home
- creating stories, poems or artwork about abuse.

For more information visit

www.dcssds.qld.gov.au/our-work/child-safety/protecting-children

Disclosure and suspicion of harm

If you or a member of your household has reasonable grounds to suspect that a student has been harmed, you must immediately inform the school to enable them to report this to the appropriate authorities.

There are reasonable grounds to suspect harm if:

- the student tells you that they have been harmed
- another person e.g. a student, parent or staff member tells you that harm has occurred or is likely to occur
- the student tells you that they know someone who has been harmed (they may be referring to themselves)
- you are concerned at a significant change in the behaviour of the student, or the presence of new unexplained or suspicious injuries
- you see harm happening.

Communication with media and Queensland authorities

In the event that your student is involved in an incident in which Australian/Queensland authorities or the media become involved, please direct all enquiries to EQI or the school principal. Under no circumstances must you discuss or reveal personal information about your international student to anyone else.

Complaints and appeals

If you have a complaint about EQI, the school or your international student, or disagree with a decision made by EQI or the school and the issue cannot be resolved informally, please follow the Department of Education complaints procedure, available at www.qld.gov.au/education/schools/information/contact



IMMEDIATELY NOTIFY

School

(International student coordinator or principal)

**Police/
Child Safety
Services**

The school will follow Queensland Department of Education and Training policies, procedures and guidelines

Saying goodbye

Create positive memories

As they approach the end of their stay, some students, particularly those who have been in Australia for a long time, can become withdrawn and apprehensive about saying goodbye to their friends, teachers and 'second family.'

There are lots of ways to make this transition easier for them to ensure their last memories of Australia are happy and positive. Some host families create memory books containing mementoes, photos and messages, and many give their student a small going-away party.

However, there are also a number of practical tasks your student will appreciate your help with:

- when it's time to pack, explain the maximum luggage allowance and any restrictions on items to be carried in the student's hand luggage
- assist them to pack and ship any large items via post or courier
- help with any final arrangements they need to make, for example, closing bank accounts, exchanging leftover currency, or shopping for gifts to take home
- check you have your student's correct home address and contact details to enable you to forward any belongings and future mail
- on the day of departure, take them to the airport and stay with them until they have checked in and are safely through to the departure area.

Staying in touch

One of the most rewarding things about homestay is the connections and friendships that are made between host families and students from all over the world.

Most like to stay in contact after the homestay ends but please ensure that you and other members of your household maintain the same standard of appropriate and respectful communication expected during the homestay. If in doubt, particularly if you plan to communicate with young children, please seek permission from the student's parents or legal custodian.



Homestay host monitoring and future placements*

EQI, the school and homestay hosts work together to create a safe environment where international students can pursue academic study and personal development.

Once you become a HPSHS homestay host you are expected to maintain the standards set by EQI, and:

- comply with the Terms and Conditions for Homestay Providers
- attend an orientation meeting prior to the arrival of each student you host, and at least once a year while hosting a student
- meet with the school's international student/homestay coordinator regarding your student's welfare as required
- where possible, attend all homestay meetings and information sessions run by EQI or the school
- ensure compliance with relevant laws (for example, blue cards, pool safety)
- know what to do in an emergency or 'critical incident'
- agree to regular visits by the school international student/homestay coordinator to check the welfare arrangements and facilities you provide to students.

If you fail to comply with EQI homestay program terms and conditions, the school or EQI may revoke your status as an approved homestay provider.

**some requirements may not apply to Study Tour homestay hosts. Please contact your host school for information.*

Risk Management Strategy

To ensure compliance with the *Working with Children (Risk Management and Screening) Act 2000*, homestay hosts are required to comply with, and ensure everyone in the home complies with, the DET Risk Management Strategy available at ppr.qed.qld.gov.au/pp/enterprise-risk-management-policy

This document will be updated annually.

For more information please contact EQI or your host school.

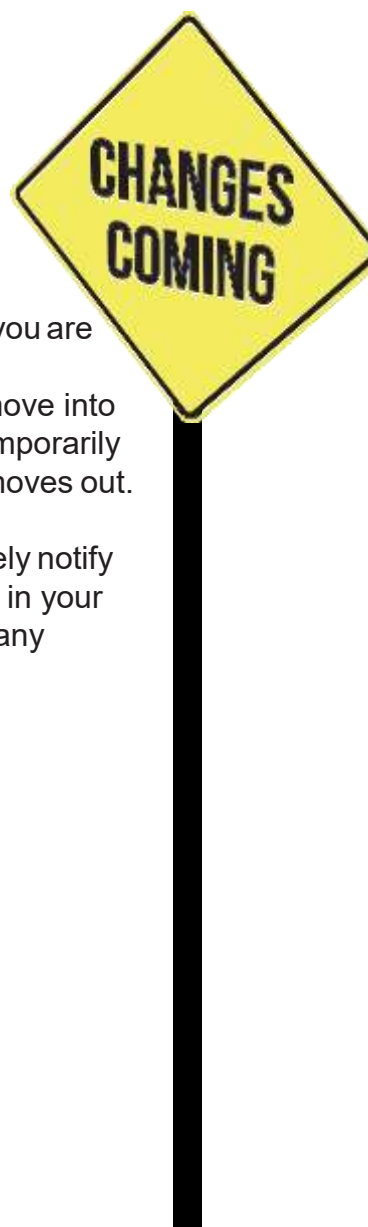
Changes to your situation

If there are any significant changes to your family and home situation you must inform your host school.

Please notify your host school four weeks in advance if:

- you propose to materially change your home (e.g. if you are renovating or relocating)
- a person is intending to move into your home, even if only temporarily
- a resident of your house moves out.

You are required to immediately notify the school if there is a change in your police information, or that of any adults who live in your home.



Resources

Homestay roles and responsibilities

- Queensland Government Blue Card Services www.bluecard.qld.gov.au
- Terms and Conditions for Homestay Providers ppr.qed.qld.gov.au/attachment/ISP-terms-and-conditions-for-homestay-providers.pdf
- DET Risk Management Strategy ppr.qed.qld.gov.au/pp/enterprise-risk-management-policy
- Requirements for swimming pool owners www.qbcc.qld.gov.au
- Incident Management Procedure ppr.qed.qld.gov.au/pp/dei-incident-management-procedure

Insurance

- RSM Host Family Liability Insurance www.rsmgroup.com.au/host-family-insurance

Student safety

- Emergencies www.triplezero.gov.au and www.qld.gov.au/emergency/emergencies-services/
- DET Student Protection Procedure ppr.qed.qld.gov.au/pp/student-protection-procedure
- Queensland Government: Department of Families, Seniors, Disability Services and Child Safety www.dcssds.qld.gov.au/our-work/child-safety/protecting-children
- StudyQueensland: Safety and Support www.studyqueensland.qld.gov.au/live/safety-and-support
- Child employment www.oir.qld.gov.au/system/files/2023-02/child-employment-guide.pdf
- Cybersafety www.qld.gov.au/education/schools/health/cybersafety
- Recreational safety www.qld.gov.au/emergency/safety/recreation
- Bush walking information, maps and safety guidelines: Queensland Department of National Parks, Sport and Racing parks.desi.qld.gov.au/things-to-do/activities/walking
- Staying safe around wildlife www.ehp.qld.gov.au/wildlife
- Fire safety (at home and bush fires) www.qld.gov.au/emergency/safety/fire
- Beach safety www.qld.gov.au/emergency/safety
- Surf Life Saving Queensland website www.lifesaving.com.au
- Kidsafe Queensland www.kidsafeqld.com.au/playground-safety/home-play



Contact details

For more information about the HPSHS homestay program please contact the school or EQI.

Postal Address

PO Box 15050, City East QLD 4002
Australia

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Level 18, Education House
30 Mary Street
Brisbane QLD 4000
Australia

Telephone (within Australia)

1800 316 540

Telephone (outside Australia)

+61 7 3513 5301

Fax

+61 7 3513 5783

Email

EQInternational@qed.qld.gov.au

Website

eqi.com.au

CRICOS Provider Code

00608A

CRICOS Provider Name

Education Queensland International

Holland Park SHS Key Contact Information

www.hollandparkshs.eq.edu.au

Phone 07 3347 0111

General Enquiries

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The information contained in this publication is correct at the time of printing. The Department of Education International, trading as Education Queensland International, reserves the right to alter any course, admission requirement, procedure or fee included in this publication without prior notice. Prospective students should check the website for any amendments before submitting an application.



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