

Please read the following terms and conditions of your Homestay agreement. By submitting this application, you acknowledge that you have read, understood and accept the terms and conditions.

Letter of Agreement

Thank you for taking part in the **Shafston International College** Homestay Program. Please be advised the following is what is expected by our Agents and your Homestay students during their stay.

Homestay students can request one of the following accommodations types:

- 1. Single Placement:** No other students of the same nationality within the homestay.
- 2. Best Effort Placement:** We will try our very best to provide a homestay with no other students of the same nationality.
- 3. Double Placement & Triple Placement:** Students will stay with a family in a group of 2 or 3.

Once a student selects Shafston, a contract is signed between the student's Agent and the College. We are then legally bound to offer the type of Homestay that the student has been promised. It is because of this legal obligation that we require the Homestay family to sign this form to ensure that you understand the requirements and agree to meet them.

Single Placement Agreement

1. I/We will **not accept** any other students of the same nationality from any other college, university or institution without Shafston's knowledge and permission. Furthermore we will **not invite** guests of the same nationality to stay overnight without Shafston's knowledge and permission. We understand and agree that failure to do so may result in loss of payment and our student being moved without notice.
2. If we, the Homestay family, speak any languages other than English we agree to use English only during the time we host the student. We understand and agree that failure to do so may result in our student(s) being moved without notice.
3. The student will have his or her own room unless otherwise agreed with Shafston.

Code of Conduct - Homestay Providers

Shafston recognises that the Homestay providers may come from a variety of family compositions and cultural backgrounds, and that these will not be the basis for acceptance or rejection in the Homestay provider group.

Students will be matched with families as per their personal requirements and no continuous supply of students will be guaranteed.

All families must carry current household insurance or homestay insurance and have written permission from their landlord if renting. All documents must be sighted and be current when we conduct our Homestay Interview during the inspection visit.

Shafston International College reserves the right to move a student from a Homestay situation at any time where a Homestay provider has failed to meet the requirements of the Homestay program or is in breach of the Code of Conduct. Where this occurs, any payment in excess of the student's stay will be reimbursed to the College.

Shafston International College reserves the right to carry out annual inspections of host family premises to ensure that standards are maintained.

Code of Ethics - Homestay Providers

Homestay providers are expected to:

- Develop positive relationships with students which are based on mutual trust, respect and communication;
- Support and assist students to live comfortably within a foreign environment;
- Respect the students' right to privacy whilst realising that privacy does not equate to isolation;
- Acknowledge the significance of culture, customs, language and beliefs in the life of their student and accommodate appropriately for these within the family's life;
- Report to Shafston as soon as possible any concerns regarding the student's behaviour and/or dispute that may arise between the student and Homestay provider.

Good Conduct Guidelines - Homestay Providers

Homestay providers are expected to:

- Provide a safe environment, which will offer the student a holistic experience of living as a member of an Australian family and which encourages positive study habits;
- Provide the student with a private, clean bedroom, good healthy food, laundry facilities and supportive environment;
- The room offered to the student must be a designated room within the family living environment with a minimum area of twelve (12) square metres and must comply with the Queensland Government building code;
- A student is not to share a room with another student nor with a member of the family, unless specifically requested and confirmed with Shafston;
- Provide an orientation within the family home e.g. use of pool area, house facilities, and security. Applicable house rules should be explained i.e. dinner time, telephone protocols, rules regarding smoking and alcohol, guests visiting, curfews, household tasks and bathroom conduct;
- While students are expected to follow these house rules, some may not. In such a case Homestay providers may seek assistance from Shafston staff. At no time, under any circumstances may a Homestay provider physically discipline a student. Although it is acceptable for a Homestay to verbally discipline a student it is not acceptable to use a raised voice, inappropriate language or intimidation of any kind;
- Provide meals as prescribed by the type of Homestay selected by the student and agreed upon by the provider;
- English must be spoken at all times and must be of high standard that is comprehended by the student and offers effective support with language practice (judged at interview);
- Offer help, guidance, support and encouragement with studies, planning leisure activities and adapting to living in Australia (this may require patience, empathy, and a willingness to show the student more than once);
- Offer sincere interest in the cultural background of the student;
- Respect the student's need for privacy and allow them space to be alone; Have a duty of care towards their Homestay student;
- Liaise with Shafston Homestay staff regarding any concerns or difficulties;
- Notify staff of any change of circumstances in the household;
- Be responsive to the cultural differences and beliefs of the Homestay student by allowing the student to continue familiar cultural practices without criticism;
- To adhere to guidelines set down by Shafston Homestay;
- To be available at home on the students arrival and remain with the student for the first day.

Underage & Study Tour Agreement

- Please contact the Homestay Manager of Shafston College in relation to any issues concerning the student for the duration of their enrolment.
- We, the host family are willing to accept joint responsibility with Shafston, for the welfare and safety of the student while they are in Homestay with us.
- We **MUST** remain a resident at our current address in Queensland, Australia for the full duration of the student's stay with us.
- We will contact the College immediately in the event that we have any concerns about the welfare and safety of the student or feel reluctant to make a decision regarding the student's welfare and safety. The Homestay Manager can be contacted at Shafston College on **3249 4111** during business hours, or in emergencies after hours on **0466 875 834**.
- We will contact Shafston reception at the earliest opportunity on **3249 4111** if the student is unable to attend school.
- If we wish to lodge a complaint against our Homestay student, we understand that the first point of contact/communication should be the Homestay Manager
- We **MUST NOT** contact agents, parents or other Homestay families regarding any complaints. We acknowledge that communication with agents and parents remains the sole responsibility of the College.
- In the case of unacceptable behaviour by the student, we understand it remains our obligation to provide Homestay placement until a new and suitable accommodation has been approved and secured by the College, for the student.
- We also understand that all attempts to resolve such conflicts will be undertaken by the College with the Host Family and student before alternative accommodation is considered.
- The Homestay Family **MUST NOT** disclose any sensitive/private information regarding their student to other students, Homestay families, and members of the community or Agents. As per Shafston's Confidentiality and Privacy Policy
- We are aware of the fact that the College will require us to provide feedback regarding the student's welfare/safety and general wellbeing on a regular basis.
- As the Homestay parents we will act as parents for the student whilst he/she is with us, and as such, we are responsible for proper care of the student. We will provide the student with a warm, caring and friendly environment as well as an acceptable level of guidance.
- It is essential for Homestay parents to know at all times where their student is, whom they are with, and their expected arrival time home.
- **NO** person except a student's Agent or relatives shall have access to the student without the written consent from the student's family.
- We **MUST** follow the Shafston Homestay Guide and Policies.
- In accordance with Australian Law it is illegal for possession and/or use of illicit drugs. It is also illegal for persons under the age of 18 years to purchase tobacco products or to purchase and consume alcohol. The Homestay Manager is to be informed if the student is found to be partaking in this type of illegal activity. The safety and welfare of the student is of paramount concern, it is the host parents' responsibility to ensure that, and the student whilst in your care adheres to these laws.
- Should the student become ill, the Homestay parents have the authority to seek necessary medical treatment. The student is covered by: Overseas Student Health Cover (basic health cover which is equivalent to what is covered by Medicare). The student must pay for their doctor's visit and claim a refund through their Overseas Student Health Cover provider. The Homestay parents **MUST** notify the Homestay Manager if the student is quite ill, or is involved in an accident.
- The student **MUST NOT** be left at home alone without suitable adult supervision.
- The Homestay family **MUST** ensure that the student completes all allocated homework, giving assistance where necessary. The student is to be encouraged with his/her study as much as possible.
- The Provider **MUST** be notified if there are any changes in the Homestay family details.
- For Under 18 and Study Tour students, I acknowledge that if for any reason a student needs to be removed from my Homestay, I will only receive payment for the nights that student has spent in my house. I understand that I may not receive notice of a student moving to alternative accommodation. This is due to the nature of Study Tour programs being so short where there is not enough time during the program to offer Homestays advanced notice of an accommodation change.
- I agree that under age students are not permitted to spend time alone shopping, sightseeing or any other activity type without consent from Shafston. It is the responsibility of a Homestay family to supervise and more importantly, spend time with the students.

Photographs and Videos

Shafston may take photographs and videos of students and host families during their stay, which may be used for marketing purposes. Please contact Student Services if you do not wish your photograph or video to be used for marketing purposes.

Terms and Conditions

Please be advised that penalties for breaches of the Code and this Policy will be dealt on a case by case basis by the Homestay Department breaches of this Code of Conduct and/or Policy of Risk Management may result in a restriction of Homestay students being placed into your home or dismissal of your registration as a Homestay Family with Shafston. Any additional charges for the use of the internet or phone should be arranged directly with the student and treated as an external agreement between student and host. We recommend that no more than 10.00 AUD per week is charged.*

By signing this contract the host family agree that Shafston International College will not be responsible for any excess charges on the family bill. It is the host families responsibility to monitor all use of the home telephone/internet should they choose to provide this service.

Shafston Homestay will only host students with families where all residents of the home over the age of 18 hold a current Blue Card obtained from the Commission for Children & Young People & Child Guardian. By signing the Homestay Application you (the host family) adhere to all the guidelines and conditions as stated in the above document.