



## Homestay Host Agreement

We are delighted to have you as a homestay host in Shafston Homestay Programme. As a host, you play an essential role in providing a comfortable and supportive home environment for international students studying in Australia. Our program is committed to ensuring that all international students have a positive and safe experience while staying with our host families, and we appreciate your contribution to this effort and introduce the students to the culture and experience of Australian living.

The Homestay Host Agreement is a legally binding contract between the Homestay Host and Shafston International College, which outlines the standard requirements for providing pastoral care to students who are studying at the Shafston and living in Homestay Accommodation. By signing this agreement, the Homestay Host acknowledges and accepts the terms and conditions of the agreement and agrees to comply with them in their entirety.

### 1. Recruitment and Selection

Our program has strict recruitment and selection criteria for homestay hosts. To be eligible, hosts must have a safe and comfortable home environment, pass a background check, and provide references.

The following are the requirements for all Homestay Hosts:

- Must be 18 years of age or older
- Must be an Australian Citizen or Permanent Resident
- Must comply with all the policies and procedures outlined in the Homestay Agreement
- Must pass a house inspection to demonstrate that they can provide the student with a private bedroom furnished with a bed, linen, table, chair, lamp, and adequate cupboard space, as well as access to shared living areas such as the lounge, dining, kitchen, laundry, toilet, and bathroom
- Must hold a valid Blue Card, and all household members over 18 must also hold a Blue Card.

### 2. Services Provided to Host

After completing the registration, and house inspection successfully, Shafston Homestay will register the host and have them read and agree to this Host Agreement. The following services will be provided to the host by Shafston Homestay:

- Maintain the confidentiality of both Homestay Hosts and students' right to privacy
- Inform hosts and students about the expectations of homestay through the Homestay Guidebook
- Provide open, honest communication, support, and advice to hosts
- Process payment of fees
- Allocate students to hosts
- Respond to complaints received.



Shafston Homestay acknowledges that it cannot provide guaranteed placements, and while placements may be offered, no guarantee is provided as to the duration of such placements. Furthermore, Shafston Homestay recognizes that Hosts may come from diverse family compositions and cultural backgrounds, and such factors will not be a basis for acceptance or rejection of placements. These points are included in this Host Agreement for clarity and transparency in regard to the terms and conditions of hosting international students through Shafston Homestay.

### 3. Host Responsibilities

As a homestay host, you have several responsibilities, including but not limited to:

- Comply with the Homestay Host Agreement and relevant policies and procedures of Shafston Homestay
- Assist and support students to reside comfortably in a secure, safe, and hygienic environment.
- 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.
- Build positive relationships with students through mutual communication and trust.
- 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.
- Offer a private bedroom equipped with a bed, table, chair, lamp, wardrobe, and other necessary facilities to each student.
- 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.
- Allow students to use shared living areas, such as dining, lounge, kitchen, laundry, bathroom, and toilet facilities.
- Conduct an orientation for students, introducing them about house amenities, security measures, and applicable house regulations, such as guests visiting, household chores, curfews, kitchen conduct, household tasks and dinner time, etc.
- Offer healthy meals as per the agreed meal plan for the placement, ranging from self-catering options to fully catered meal plans, and provide food preparation facilities if required.
- Help students in comprehending community services such as banks, emergency services, and public transport.
- Provide assistance to students in obtaining medical attention if required.
- Reside within 60 minutes travel time by public transportation to Shafston International College in Kangaroo Point.
- Allocate sufficient time every day to the student(s) to assist them in learning about Australian culture and English language.
- 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)
- Participate in house inspections conducted by Shafston International College.



- For Hosts that lease their property, provide a signed letter from the property owner or landlord giving permission to host the student. The letter must contain the period of time aligned with the placement, so the property owner or landlord is aware of the duration of the additional occupants in the property.
- Ensure that at least one family member who is 18+ is present at home to welcome the student when they arrive.
- Inform Shafston Homestay of any changes, modifications, and additional occupants to the household as soon as practicable and provide documented evidence of the changes, including updated Blue Cards.
- Not host more than three International Students in their home at the same time.
- Unless Shafston Homestay approves hosting two students from the same cultural background, students must be from different nationalities.
- Ensure the student has emergency numbers such as Police, host contact number/s, and address.
- Notify Shafston Homestay of any incidents in accordance with the International Student Critical Incident Management Policy and Procedure.
- 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.
- If the homestay provider is temporarily unable to provide accommodation or suitable supervision for holiday periods or any other reasons, the student must be relocated to Shafston approved Homestay.
- If the homestay provider intends to change their address or contact details, Shafston Homestay must be informed immediately.
- Notify Shafston Homestay of any urgent medical issues.
- If your student requires immediate medical attention, please call 000 then call the Homestay Emergency Line.
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#### **4. Under 18 International Students**

If you are hosting an under 18 international students, you will be required to follow additional guidelines and regulations as per Education Queensland International rules.

- If the Host is hosting an underage student, they are aware of the additional responsibilities that come with caring for such students and must ensure their welfare arrangements in accordance with the Shafston's policy, which includes but is not limited to, adhering to curfew arrangements, monitoring the student's progress and behaviour, ensuring their welfare, arranging travel and non-homestay overnight accommodations, and taking appropriate actions if the student fails to reside in the approved homestay or intends to move.
- The Host agrees to provide the same level of care and attention to the student as required by the policy.
- The Host is hosting an underage student, they only be allowed to host underage students of the same gender. However, this requirement may not apply if the students are over 18.
- The Host must only host guests or students of any institution who are of the same gender as the underage Homestay Student.
- The Host must enforce the curfew set by Shafston Homestay and must notify Shafston Homestay immediately if there is a breach of the curfew.
- The Host must inform the Shafston International College or Shafston Homestay if the underage Homestay Student will be absent for the day.



- The Host must inform Shafston Homestay and the Student's guardian of any issues or concerns relating to the underage Homestay Student.
- The Host must never leave the Homestay Student alone at home overnight or without an approved adult who has a current Working with Children check. The Host must also notify Shafston Homestay if they will be going on holidays without their student so that a suitable temporary homestay can be arranged.
- The Host must never allow the Homestay Student to sleep at another location overnight or go on a holiday without obtaining the permission of Shafston Homestay.
- Hosts wishing to take the student on holidays with them must seek approval from Shafston Homestay.
- If your student would like to take a day trip or go travelling with their adult classmates, they must see the homestay department to discuss before planning or booking anything. Shafston Homestay have a process must go through and seek permission from the students' parents and agents.
- The Host must immediately notify Shafston Homestay of any incident or allegation of child abuse, which includes any act committed against a child involving a sexual offense or an offense of grooming and the infliction of physical violence, serious emotional or psychological harm, or serious neglect of a child.
- Not to allow the students to travel in a vehicle driven by a person under the age of 18yrs.
- Not to allow the students to have any tattoos, hair colouring or body piercings during the program.
- If your student feeling unwell, the host needs to book a medical appointment for the underage students and accompany with them during the treatment.
- If your student requires immediate medical attention, please call 000 then call the Homestay Emergency Line.

## 5. Insurance

- As a homestay host, Shafston Homestay recommends you ensure that your home insurance covers hosting international students. Students may buy health insurance, but this does not cover damage to host property.
- The vehicle which is used for homestay purposes must be insured and roadworthy.

## 6. Fees and Charges

- Homestay families are paid from Wednesday night to the following Tuesday night. Payments are made 1 week in arrears and never in advance.
- Payments are made by the College on behalf of the students via EFT (Electronic Fund Transfer) into your bank account.
- When the payment has been processed, it should reach your account by the Thursday. In some cases, these funds may not reach your account until Friday depending on the bank that you have your account with.
- If your payment has not been received by Friday, please email the Homestay Manager and we will investigate your payment status, bank account details, and amend any incorrect payments.
- If at any stage you notice that you have been overpaid or underpaid for a student, please notify the Homestay Department as soon as you can so that we can arrange a recovery plan.
- Failure to advise us could result in a long-term payment plan being organised for Shafston College to retrieve outstanding monies.



## **7. Privacy & Confidentiality**

- Hosts agree not to disclose any confidential information to any third party, unless mandated by law.
- Any personal information received from Shafston Homestay shall remain confidential and private.
- Hosts should respect the privacy rights of students while understanding that privacy does not mean isolation.

## **8. Complaints**

If either the host or student has a complaint or concern, they should first raise it with the Shafston Homestay. Our Student Welfare Manager will work with both parties to resolve the issue and ensure that all parties are satisfied.

## **9. Termination**

Either the host or program coordinator may terminate the agreement at any time by providing written notice to the other party. If the agreement is terminated, the host must provide at least 2 weeks' notice to allow sufficient time for Shafston Homestay Department find alternative homestay family for students

Shafston Accommodation may terminate a Homestay placement (prior to or following commencement) by providing immediate notice if the Host's responsibilities have not been fulfilled or if it is deemed appropriate to terminate the Homestay at its sole discretion. The grounds for termination include but are not limited to:

- Medical or critical incidents involving the Host, Student, or affiliated party.
- Reasonable belief that the student may be in danger or at risk, either physically or emotionally.
- Suspected inappropriate behaviour that affects the welfare of the student or the host.
- A severe complaint involving the student or host family.
- If the Host or another household member has committed theft, property damage, caused harm to the student, or engaged in violent or threatening behaviour (or any other behaviour that reasonably makes the student feel unsafe) related to the Homestay.
- If the host decided to end the placement within the contracted period, the host must allow sufficient time for the student to find alternative accommodation or another homestay family.

In its sole discretion, Shafston Homestay may elect to cancel the registration of Hosts should it consider the Host fails to satisfy service provisions in accordance with this agreement.

## **10. Covid-19 Protocol**

- All homestay hosts must comply with local and national health regulations, including but not limited to wearing masks and practicing social distancing.
- Hosts must also inform the program coordinator immediately if they or anyone in their household develops Covid-19 symptoms or tests positive for Covid-19.
- If a Homestay Student tests positive for COVID-19, the Host must provide appropriate care and support for the student, including but not limited to:
  1. assisting with the student's access to medical care
  2. ensuring that the student adheres to isolation and quarantine requirements as directed by relevant health authorities.



3. The Host must also take all reasonable steps to ensure the safety and wellbeing of all other persons in the household, including implementing appropriate infection control measures and following all relevant health and safety guidelines issued by the government or relevant health authorities.

By signing this agreement, you agree to comply with all Shafston Homestay Host rules and the terms and conditions outlined in this agreement. Thank you for your contribution to our program and for providing a welcoming home for international students studying in Australia.

Signature of Homestay Host.....

Name of Homestay Host.....

Date: .....

