

Homestay Host Agreement

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 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, meet the homestay requirements and pass the house inspection.

The following are the requirements for all Homestay Hosts:

- Must be 18 years of age or older
- Must be an Australian 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 Student Arrival Team 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 Student Arrival Team:

- 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 Student Arrival Team 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 Student Arrival Team 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 regarding the terms and conditions of hosting international students through Shafston International College.

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.
- Provide student(s) with household items such as towels, sheets, pillowcases, appropriate blankets depending on the weather, and eating utensils. Household items provided, such as towels, sheet, pillowcases need to be clean
- 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 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.
- 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.
- 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 when communicating with the student and must be of high standard that is comprehended by the student and offers effective support with language practice.

- Offer help, guidance, support and encouragement with studies 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.
- Ensure that at least one family member who is 18+ is present at home to welcome the student when they arrive.
- Inform Shafston Student Arrival Team 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.
- When hosting more than one study tour group, the groups of students must be from different nationalities.
- Ensure the student has emergency numbers such as Police, host contact number/s, and address.
- Notify Shafston Student Arrival Team 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 Student Arrival Team must be informed immediately.
- Notify Shafston Student Arrival Team of any urgent medical issues.
- If your student requires immediate medical attention, please call 000 then call the Homestay Emergency Line.

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 under 18 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, being compliant with Shafston's U18 travel policy, 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 International College and must notify Shafston Student Arrival Team immediately if there is a breach of the curfew.
- The Host must inform the Shafston International College if the underage Homestay Student will be absent for the day.

- The Host must inform Shafston Student Arrival Team 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 Student Arrival Team 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 Student Arrival Team.
- Hosts wishing to take the student on holidays with them must seek approval from Shafston Student Arrival Team.
- If your student would like to take a day trip or go travelling with their adult classmates, they must follow the Under 18 Outing Procedure and submit the signed Travel and Activity Request Form to Shafston Student Arrival Team at least seven days prior to any outing. Outings shouldn't be arranged before receiving approval from Student Arrival Team.
- The Host must immediately notify Shafston Student Arrival Team 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 Student Arrival Team 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. You could find more information regarding one of the insurances via https://www.rsmgroup.com.au/host_family-insurance.
- 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 Shafston Student Arrival Team 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 Shafston Student Arrival Team 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 International 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 Student Arrival Team 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 Student Arrival Team. Our team will coordinate with both parties to assist in reaching a solution that is deemed most appropriate to the situation

9. Termination

Either the host or Shafston Student Arrival Team 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 Student Arrival Team find alternative homestay family for students

Shafston Student Arrival Team 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 Student Arrival Team may elect to cancel the registration of Hosts should it consider the Host fails to satisfy service provisions in accordance with this agreement.

10. Extra responsibilities when hosting Study Tour groups

- Not to have another person of the same nationality as the student(s) in our home during this program
- To provide student(s) with 3 meals every day with healthy and adequate food.

- To arrange accompanied transportation to and from the college according to the pickup and drop-off time in group itinerary
- If the homestay takes the student for outings, homestay is still responsible for providing sufficient meals. However, if students choose to purchase food, this will be at the student's own expense. Homestay hosts are not obligated to cover the expenses of any additional purchases made by students.
- To ensure that the student(s) is/are not left alone at any time. Not to leave the student(s) by themselves under any circumstances when visiting parks, the city, shopping centres or any other outings, unless Shafston has been made aware of these arrangements and given permission.
- Not to allow the student/s to be involved in dangerous/risky activities, including swimming without consent from the Tour Leader.
- If the student's health and safety are at immediate risk, please contact emergency services by dialling 000 without delay.
- If the student's health is not immediately endangered, please arrange to transport them to Shafston College on weekdays (Monday to Friday) after they first inform you of their illness. Please text Shafston Welfare Line at 0423196321 to report the student's illness promptly.
- If the student falls ill during the weekend, please keep them at home and provide necessary care. Report the student's illness to the Shafston Welfare Line at 0423196321 via text message. The Student Arrival Team will collaborate with the Study Tour team and study tour chaperones to determine the next steps. They will also ensure that the homestay family is informed accordingly.
- Please refrain from administering any medication, including Panadol, to the student without explicit permission from the study tour chaperone
- Review the homestay profile document in the study tour confirmation e-mail and inform Student Arrival Team of any changes or updates

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: _____