

# Homestay Terms Conditions



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<b>Document Number</b>	Homestay Terms Conditions
<b>Date</b>	22/03/2026
<b>Owner</b>	Student Arrival Manager
<b>Review Cycle</b>	Annual
<b>Applicable To</b>	All students, contractors, homestay families

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 accommodation types:

- Single Placement: Students have their own room.
- Double Placement & More: 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.

## Placement Agreement

- 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.
- If we speak any languages other than English, we agree to use English only during the time we host the student.
- The student will have his or her own room unless otherwise agreed with Shafston.

## Code of Conduct — Homestay Providers

Shafston recognises that Homestay providers may come from a variety of family compositions and cultural backgrounds. 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 or homestay insurance and have written permission from their landlord if renting. All documents must be sighted and current at the Homestay Interview.

Shafston reserves the right to move a student from a Homestay at any time where the provider has failed to meet requirements or is in breach of this Code of Conduct. Shafston reserves the right to carry out annual inspections of host family premises.

## Code of Ethics — Homestay Providers

Homestay providers are expected to:

- Develop positive relationships with students 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;

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- Acknowledge the significance of culture, customs, language and beliefs in the life of their student;
- Report to Shafston as soon as possible any concerns regarding the student's behaviour and/or any dispute that may arise.

## Under 18 Students and Study Tour Agreement

The following additional requirements apply to all Homestay placements involving students Under 18 and Study Tour students. These requirements align with the National Principles for Child Safe Organisations (NPCSO).

- Please contact Shafston Student Services 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 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.
- We will contact the College immediately in the event of any concerns about the welfare and safety of the student. Contact Shafston during business hours on (07) 3249 4111.
- We will contact Shafston at the earliest opportunity if the student is unable to attend school.
- We MUST NOT contact agents, parents or other Homestay families regarding any complaints. Communication with agents and parents remains the sole responsibility of the College.
- In the case of unacceptable behaviour, we understand it remains our obligation to provide Homestay until suitable alternative accommodation has been approved and secured by the College.
- The Homestay Family MUST NOT disclose any sensitive or private information regarding their student to other students, Homestay families, members of the community, or Agents, in accordance with Shafston's Privacy Policy (OPL021).
- As Homestay parents we will act as parents for the student whilst he/she is with us and provide a warm, caring and friendly environment.
- It is essential to know at all times where the 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 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 persons under 18 to purchase tobacco products or to purchase and consume alcohol. The Homestay Manager must be informed if the student is found partaking in illegal activity.
- Should the student become ill, the Homestay parents have authority to seek necessary medical treatment. The student is covered by Overseas Student Health Cover (OSHC). The Homestay parents MUST notify Shafston if the student is seriously ill or involved in an accident.
- The student MUST NOT be left at home alone without suitable adult supervision.
- The Homestay family is required to ensure the student completes all allocated homework, giving assistance where necessary.
- I agree that under-age students are not permitted to spend time alone shopping, sightseeing or any other activity without written consent from Shafston

## Good Conduct Guidelines — Homestay Providers

Homestay providers are expected to:

- Provide a safe environment offering a holistic experience of living as a member of an Australian family;

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- Provide a private, clean bedroom (minimum 12 square metres, compliant with QLD building code), good healthy food, laundry facilities and a supportive environment;
- A student is not to share a room with another student nor a member of the family unless specifically requested and confirmed with Shafston;
- Provide an orientation within the home covering house facilities, security, and house rules;
- At no time, under any circumstances, may a Homestay provider physically 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;
- English must be spoken at all times and must be of fluent standard;
- Offer help, guidance, support and encouragement with studies and adapting to life in Australia;
- Respect the student's need for privacy;
- Liaise with Shafston Student Services regarding any concerns;
- Be available at home on the student's arrival and remain with the student for the first day.

## 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.

## Terms and Conditions

Penalties for breaches of this Code and Policy will be dealt with on a case-by-case basis by Shafston Student Services. Breaches may result in restriction of Homestay placements or dismissal of registration as a Homestay Family.

Any additional charges for internet or phone should be arranged directly with the student (recommended maximum: \$10.00 AUD per week). Shafston will not be responsible for any excess charges on the family bill.

Shafston Homestay will only host students with families where all residents of the home over the age of 18 hold a current Blue Card (Working with Children Check QLD).

By signing this contract, the host family agrees to adhere to all guidelines and conditions stated in this document.

## Document Control

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<b>Document Title</b>	Homestay Terms and Conditions
<b>Version</b>	2.0
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<b>Approved By</b>	Principal Executive Officer
<b>Applies To</b>	All campuses: Brisbane, Gold Coast, Sydney
<b>Standards Reference</b>	National Code 2018 Standard 5; ESOS Act 2000; NPCSO
<b>Supersedes</b>	Homestay Terms and Conditions (October 2023)
<b>Document Number</b>	—
<b>Document Title</b>	Attendance Monitoring and Reporting Flow Chart (ELICOS)
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<b>Approved By</b>	Principal Executive Officer
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<b>Standards Reference</b>	National Code 2018 Standard 11; ESOS Act 2000; Standards for RTOs 2025
<b>Supersedes</b>	Attendance Monitoring and Reporting Flow Chart (undated, pre-2023)

\*\*\*\*\* END OF POLICY \*\*\*\*\*

