

CHARTER FOR HOST FAMILIES

Overview: Expectations of host families

You should be willing and able to provide the following:

Accommodation: Available, clean and furnished

Proximity: Live within 50 minutes or less via public-transport access to the college (a short walk at either end of the journey is okay).

Interest: In cultural engagement and exchange

Guidance: To help a young or first-time visitor navigate the Australian culture and lifestyle

English: Proficiency in conversational English - preferably at a tertiary educational level

Additionally, for student safety and security assurance, you will need to pass a criminal background check. For hosts accepting Underage Students (Under 18yrs old), a valid Working With Children check is required for ALL adults residing in the household.

Host Family Profiles

Our hosts have a wide range of backgrounds and are extremely diverse. The family profiles range from people who are single parents and empty-nesters to those with kids still in school looking for cultural exposure in their home. Some hosts live alone and welcome the company of an international student, and may host more than one student at a time (if they have additional bedrooms available). It is a strong preference that families do not host more than 3 students in their home at any time in order to provide each student with the 'homestay experience' of being part of the family.

Providing a great Homestay Experience

Safe, Clean & Accessible

A great homestay is a safe, clean and orderly home within a reasonable bus or train ride to the student's educational institution. Your student should have a bedroom available to them in your home. Bedrooms generally need to be private, unless a shared room has been requested.

Our student's bedroom needs to be secure, private, clean, and in good repair (i.e. must comply with current building regulations and not be under renovation). The room should be located within the family dwelling, and offer privacy. It should include:

- Comfortable (non-inflatable and non-fold-out) bed + linen
- Desk and chair (or access to a quiet study area)
- Appropriate/adequate lighting
- Storage space for clothes, personal effects and study materials
- Suitable heating or cooling
- Internet access

*** Some bedrooms may not have all of the above but are still to be provided by the host family in another area of the home - taking into account that the area provided for students to study should be a suitable study environment.*

Additionally:

- Two students of the same sex may share a room at the parent's request, but a student may not share a room with a member of host family.
- The student has access to a lockable shared or private bathroom and toilet.
- The student has access to shared areas of the home including kitchen, living areas, laundry
- The student has a key (or password etc) to access the homestay.
- The nominated homestay host is an Australian Citizen or permanent resident aged 25 or older.

The appropriateness of all forms of student accommodation is verified prior to accommodation being approved and then at least every six months when hosting underage students, and at least once a year to check that the environment is suitable and that the homestay complies with accommodation standards.

Student Profiles

As a host, you can specify the type of student you are looking for as well as your preferred duration and dates of availability. We encourage and support diversity and we understand and support preferences based on gender and age on both the student and host applications.

Students range in age generally from 16 years (in select programs) to over 25, with the majority of students aged 18-24 years. They can be male or female, and of course, are from different cultures and nationalities. Please note that some students will only have a basic level of English understanding, so please be patient and helpful.

While some students visit Australia for as little as four weeks (and shorter by arrangement) it is not uncommon for a stay of six months, to a year or longer. When convenient, all or part of that time can be in homestay.

Placement Policy

LANGUAGE LINKS will endeavor to allocate students to the family, according to availability, and taking into account the information given by the family upon application. It is Language Links' policy to make every effort to match the right student with the right host family, however, it is possible that upon arrival one or both parties decide that the arrangement is just not viable. We therefore will allow a **'Cooling Off' period of 48 hours** from time of arrival (for both parties) - without penalty or a notice period to change the accommodation arrangements, providing the reason is valid and fair or if for some reason the accommodation circumstances changed.

To ensure successful placements, Language Links will:

- 1.1 Confirm all student details in writing before placement of the student and will provide the student with the *host families* details prior to arrival.
- 1.2 Act as an intermediary in the event of difficulties or misunderstandings which may arise between the student and the *host family* and do everything possible to resolve such difficulties.
- 1.3 Remove a student from the home in the event of an irretrievable breakdown in the relationship between the student and the *host family*, or in the event of illness or severe change in circumstances in the family. Where possible - such a move will take place within that same week, and remaining fees paid will be reimbursed to the student. In this circumstance, the student is not required to pay two weeks' notice.
- 1.4 Ensure fair notice periods for cancellations or changes: If the student should decide to move elsewhere simply to live alone or with friends, then the student must give the *host family* and LANGUAGE LINKS two weeks' notice. If the host families circumstances change or they change their mind regarding hosting the student, they must also provide LANGUAGE LINKS and the student a minimum of two weeks' notice.

Remuneration / Fee information

Providing accommodation fees have been paid in full, LANGUAGE LINKS will make fortnightly payments to the *host family*. The *host family* will be given a 'Payment Form' by LANGUAGE LINKS, to keep track of payments and to avoid any discrepancies. Should students extend their Homestay, the college will invoice the student for the additional time and pay the *host family* as above. If students wish to pay the *host family* directly, a form or document should be signed by the student when payment is made to the *host family*, this will avoid any discrepancies for direct payments.

1. For placements in 2020, LANGUAGE LINKS will pay *host families* **\$275** per week for **Full Board**, **\$250 per week** for **Half Board** and **\$180 per week** for **Room only** (see point no. 3).
2. Generally, LANGUAGE LINKS enrolls adult students over the age of 18, however, in the exception that an underage student is enrolled, Language Links will only place an underage student with *homestay families* accepting underage students. These host families are paid a **Guardian/Carer's fee of \$30 per week**. This fee is paid to the family in remuneration for accepting the responsibilities of a Guardian/Carer. Ensuring the safety of students whilst at home and travelling to and from school, plus implementing boundaries and regulations for a student under the age of 18 years – See *Underage Student information in this charter for further details*.
3. **A) For Full-Board Students** (\$275 per week)

The *host family* is to provide the student with the following:

- * Monday to Friday = **Light Breakfast, Light Packed Lunch & Dinner**
- * Weekends & Public Holidays = **Breakfast, Lunch & Dinner**

If a student will not be home or will be late for dinner, the student should call the *host family* to inform them, therefore food should be put aside which then becomes the student's responsibility to re-heat it.

B) For Half board Students (\$250 per week)

The *host family* is to provide the student with the following:

- * Monday to Friday = **Light Breakfast & Dinner**
- * Weekends & Public Holidays = **Breakfast, Light Lunch (if home) & Dinner**

C) Room Only (\$180 per week)

All conditions are the same as Full Board, but without food. Room only students will buy and cook their own food, but *host families* are to provide space and equipment to cook and store food.

** LANGUAGE LINKS cares about its students, therefore, requires *host families* to inform the college if the student should unexpectedly be absent overnight. Students are informed that they should notify the *host family* if they will be absent for a night or weekend.

4. Other Fees:

Host families are to discuss telephone and internet procedures for their home with students upon arrival. LANGUAGE LINKS has suggested to students that they buy a *Phone Card* or use internet based applications to call home. If any fees are charged for internet usage, this **must** be stated on your application to the college (or updated on your college profile) in order to advise students of this cost **prior to their booking confirmation and arrival.**

No fees are to be charged to the student that have not been discussed with the college prior to their arrival.

Other important host and support information

Students' privacy is very important, as is the *host family's*. If *host families* wish to inspect a student's room, they should do so on a weekly or fortnightly basis, with the student present, but under no circumstances, should their private belongings be touched or moved without their knowledge.

1. The students are asked to do their own laundry. Some *host families* would prefer to include the student's laundry with the family's to save water. You can advise the student on which you would prefer. The *host families* are to provide detergents.

Host family should provide bed linen, bath towels and household hygiene products.

- Bed Linen should be of a standard acceptable to the hospitality industry and be warm enough for colder seasons. Please provide access to extra blankets for winter season.
- Bed linen & towels should be changed regularly.
- All household hygiene products (eg; toilet paper, cleaning agents, hand soap, detergent) should be provided.
- Students are to supply their own personal hygiene products (eg; shampoo, conditioner, toothpaste etc.)



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2. LANGUAGE LINKS accepts that the *host family* may also host students from another agency or college, however it is our policy to not book two students of the same mother tongue in one home. *Host families* must inform LANGUAGE LINKS in advance if this situation should arise and allow for the booking to be changed if required. Ensure also that no more than three students are placed in the same homestay and that an underage student is not placed in a homestay with an adult student unless the latter has current child protection screening relevant to the jurisdiction.
3. LANGUAGE LINKS would like our students to have a sufficient amount of attention from the *host families* to help them with their studies and chat in the evenings etc. Should students feel neglected by the *host family*, this may be a reason for them to request a new placement *without* providing 2 weeks notice.
4. LANGUAGE LINKS will provide regular feedback to the *host family* from the students. Students will also provide regular feedback to LANGUAGE LINKS from the *host family*. LANGUAGE LINKS would also appreciate feedback from the *host families* about any issues arising during placement or hosting, please send any feedback to: info@languagelinks.wa.edu.au
5. LANGUAGE LINKS will visit the *host family* home at least annually to discuss any changes, which have occurred regarding the facilities or accommodation the *host family* is able to provide, and to answer any questions, which the *host family* may have.
6. The *host family* should assist the student in ensuring the student has the opportunity to consult appropriate medical and dental practitioners if required. Please refer the student to LANGUAGE LINKS if the family cannot help.
7. *Host families* are to send LANGUAGE LINKS a recent , digital photo of their house (Street Front) as well as the room(s) allocated for the student. The photos will be saved on our database and will be sent to the Agent and Student when booking is confirmed.
8. Insurances: It is a requirement under the College's Homestay Program for all registered hosts to have appropriate liability insurance protection for themselves and students and appropriate cover for students' belongings.
9. **Underage Students** : The welfare arrangements of international students studying in Australia is legislated under the ESOS Act. The granting of a student visa for Underage students is dependent on a number of conditions being met by the student's homestay family, local carer, or legal guardian the student and the education provider. Families agreeing to host underage students understand that additional screening procedures need to be conducted including valid Working With Children Checks for ALL adults residing in the household – this includes any children of the host family over the age of 18 residing in the family home.

International students under 18 years of age must demonstrate to the Department of Home Affairs that they have a suitable, approved homestay accommodation arranged by Language Links with an appropriate nominated carer/guardian approved by the College. A 'suitable local carer or guardian' is someone who is deemed suitable by the College to meet the 'duty of care' requirements for underage students and must be over 21 years of age. Local Carers/Guardians will



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be required to submit a National Police Certificate (NPC) and/or Working With Children Check (WWC) as stated above as well as a signed 'Carer Duty Statement' before being approved to host Underage students.

10. Language Links provides a 24-hour emergency number with all 'Placement Confirmation' documentation and ensures that students have all information they need in order to use this number in emergency situations or cases of incidents, accidents or any kind of abuse.
11. Language Links will maintain regular contact with the host family, students and school staff while students are in the homestay programme and flag any necessary feedback or concerns with relevant parties.

End of document.

(Please see Declaration on following page)

Version 3/LLAC/Homestay/1219

DECLARATION

I accept the terms and conditions as set out in the LANGUAGE LINKS Host Charter (V3/2019), and I undertake to meet the stated requirements. I understand that if any of the conditions stated in the charter are breached, LANGUAGE LINKS reserves the right to remove the student **without notice** and any pre-paid board will be fully refundable by the *host family* to LANGUAGE LINKS.

Host person

Signed: _____ Dated: ____/____/____

Please print name: _____

Accommodation Officer (on behalf of LANGUAGE LINKS)

Signed: _____ Dated: ____/____/____

Print Name: _____ (Student Services & Admin.)

Language Links wishes you all the best with your students. We hope you enjoy the cultural experience!!