

ACCOMMODATION CHARTER

for STUDENTS 2020

Placement Policy – Homestay Accommodation

Homestay accommodation placement is a service offered by the college and Language Links will endeavor to allocate students to the best family, according to availability, and taking into account the information given by the student 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.

1. *Language Links* allocates students to host families, according to availability, and the information/requests given upon application.
2. *Language Links* supplies all students with *host family* details available in writing before arrival in Perth, the student or Agent must advise the college if these details were not received.
3. *Language Links' host families* are all located within reasonable distance of the school. The *host family's* home will be on a bus or train route. If students experience difficulties with their transport to and from school, please notify the college straight away.
4. *Language Links* will act as intermediary in the event of difficulties or misunderstandings, which may arise while staying with a *host family* and do everything possible to resolve such difficulties.
5. Students are invoiced for their selected accommodation and are required to pay the accommodation fees to *Language Links* as part of their course payment in order to confirm their booking and *Language Links* will pay the *host family* on a fortnightly basis. The *host family* will be given a 'Payment Form' by *Language Links*, to keep track of payments and to avoid any discrepancies. Payment dates, days covered and amounts paid will be stated on the form.

If you have only paid the first few weeks to the college as part of a deposit payment or you wish to extend your stay on completion of your initial booking and want to make payments directly to the *host family* for the remaining weeks, please request a 'Payment Form' from the college so your payment form can be signed by you and the *host family* when payment is made to avoid any discrepancies.

6. *Language Links* will change your homestay in the event of an irretrievable breakdown in the relationship between you and the *host family*, or in the event of illness in the family. Such a move will take place as soon as practical (within that same week), and remaining fees will be paid to the new *host family*.
 - 6a) *Language Links* will be required to remove a student immediately from the *host family's* home in the event of misbehavior or misconduct of the student. In this instance, there is no reimbursement for fees paid for that fortnight. In order to be placed in other accommodation, the reason for the misconduct/misbehavior may be investigated further by the college and on approval of a new placement, the student will be required to pay another 'homestay placement fee' and weekly accommodation fees commencing the date of the transfer.

7. If you should decide to move elsewhere simply to live alone or with friends, then you must give the *host family* and *Language Links* a minimum of two weeks' notice. You must also complete a 'Refund Form' and submit it to the college should you have any fees remaining that may be reimbursed to you.

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

Fee Information

1. Full Board accommodation \$275 per week: The *host family* is to provide the following:
 - i. Monday to Friday = Light Breakfast, Light packed Lunch & Dinner
 - ii. Weekends & Public Holidays = Breakfast, Lunch & Dinner
 - iii. Please note: Some families prefer for you to pack your own lunch, they will provide the food and you can pack it.

2. Half Board accommodation \$250 per week: The *host family* is to provide the following:
 - i. Monday to Friday = Light Breakfast & Dinner
 - ii. Weekends & Public Holidays = Breakfast & Dinner

3. Room Only accommodation is \$180 per week. All conditions are the same as Full Board, but without food included. Room only students will buy and cook their own food, but *host families* are to provide space and equipment to cook and store food.

House Rules/General Information

The *host family* will go over their 'House Rules' with the student on arrival, however, please keep in mind the following general rules for homestay placement:

1. If you will not be home or will be late for dinner, you should call the *host family* to inform them, therefore food should be put aside for you which then becomes your responsibility to re-heat.
2. *Language Links* cares about you and your well-being, therefore we ask *host families* to inform us if you are unexpectedly absent overnight. You should always inform the *host family* if you will be absent for a night or away for weekends. *Please note: If you are Underage (under 18) you must obtain permission from your parents, guardian or carer to be away from your host family overnight. Please ensure that you have a copy of the 'Underage student charter' in addition to this document.
3. Students are generally asked to do their own laundry. Some *host families* would prefer to include your laundry with the family's to save water. You should check with the family what is preferred. The host families are to provide you with washing detergents.
4. A student's room should be furnished with the following:
 - a) a bed + bed linen
 - b) folding space (drawers)
 - c) a desk or table
 - d) storage space for clothes, personal effects and study materials
 - e) adequate lighting
 - f) Suitable heating or cooling
 - g) 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.*

5. The *host family* should provide bed linen and bath towels. Bed linen should be changed regularly. All household hygiene products (eg; toilet paper, cleaning agents, detergent) should be provided, however, you are to supply your own personal hygiene products (eg: soap, shampoo, toothpaste, facial tissues etc).
6. *Language Links* does not disapprove if a family should also host students from another agency or college, although we do not allow two students of the same mother tongue in one home (unless requested by students) *Host families* or Students should inform *Language Links* if this situation should arise.
7. 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 host family member.
8. The host family will provide access to a lockable shared or private bathroom and toilet, access to shared areas of the home including kitchen, living areas, laundry and a key (or password/pincode etc) to access the home.

9. 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.
10. *Language Links* would like our students to have a sufficient amount of attention from the *host families* to help them with their studies etc. Please let us know immediately if you are not satisfied with your homestay and the college will address any genuine cases of neglect.
11. *Language Links* will provide regular feedback to the *host family* from the students. Students should also provide regular feedback to *Language Links* regarding the *host family* and talk to the host family to try and resolve any queries or misunderstandings.
12. *Host families* are to discuss telephone/internet procedures with the students. *Language Links* suggests that you buy a *Phone Card* with a pin number, which can be used from any phone, including home phones OR you can utilize a variety of free 'apps' such as Facebook, Skype, What'sapp via a wifi network (if available) to communicate with family and friends as required.
13. Language Links provides a 24-hour emergency number on your 'Placement Confirmation' document and ensures that students have all the information they need in order to use this number in emergency situations, accidents, incidents or cases of abuse of any kind.
14. Language Links will maintain regular contact with host family, students and school staff.
15. Environmental information: Students are asked to use water wisely as water is restricted in Australia and is considered 'precious'. Host families may ask you to limit the time taken in the shower, please understand that this applies to all members of the family – not just students. Electricity is also conserved in most families and we ask that you turn off all electrical devices when not in use.
16. Cleanliness: *Language Links* would like to inform students that it is your responsibility to keep your rooms and / or bathrooms clean, and to assist your families with daily household chores when possible, as you are now 'part of their family'. Please respect that each family may have certain customs and rules of the house, this should be discussed with your family upon arrival to avoid any misunderstandings.

Please continue reading charter if you are under the age of 18 years:

17. Underage Students (Under the age of 18 years) :
The advised rules for underage students are as follows:
 - a. Underage students may not make their way from the airport to the host families without accompaniment. This can be organized by either your parents/guardian, the host family (carer) or through *Language Links*, but *Language Links* must be informed of finalized plans two weeks in advance of the arrival of the student and must be provided with the details of the pick-up service/person prior to arrival.

This also applies to the first day at school, arrangements should be made for students to be shown the way to and from the school with accompaniment.

- b. Underage students are expected to maintain contact with host family at all times and let the family know where they are (if not at school or at home).
- c. Curfew
 - i. Sunday to Thursday – Students are generally expected to be home no later than dinner time and certainly by 8pm.
 - ii. Friday and Saturday – Students are generally expected to be home by 9 or 10 pm (15/16 year olds and 17 year olds respectively) if an agreement has been made that they will stay out for, or go out after dinner.
 - iii. Students are expected to inform host families where they are at all times and be contactable during their absence.
- d. Overnight stays other than homestays
 - i. these can be approved at the host family's discretion providing that checks and balances are in place, contact should be made with an approved adult where the student is staying. Location, contact details, time of arrival and departure and travel arrangements to and from homestay need to be confirmed prior to the stay.
- e. The host family has the authority to decline any request from the student that would compromise the student's welfare and any concerns should be referred to the College.

Please remember to read the 'Underage Student Charter' in addition to this document and please contact our helpful Student Support staff should you have any questions.

WE HOPE YOU ENJOY YOUR TIME IN AUSTRALIA!

