



## Important Homestay Guidelines for Hosts (Department of Education International – DE)

Thank you for agreeing to share your home and family with our international students. At Global experience (Ge), we hope you have a rewarding and memorable experience during this journey and that lifelong friendships are formed.

*These guidelines are specifically for hosts with U18 students going to NSW Public Schools through Department of Education International (“DE”). If you are hosting students from other schools, even those also U18, the guidelines (specifically curfew times) may vary slightly. Please read other materials provided by Global experience as applicable.*

Your student is excited to meet you!

The first 48 hours are critical to minimise the culture shock your student may experience.

Here are some helpful ideas to welcome them.

Before they arrive:

- √ Talk to your student. Try to contact them over email, text, WhatsApp, etc.
- √ Check their food preference (likes, dislikes and allergies). It is always important to double check once they arrive also. Consider making their favourite meal the night they arrive.
- √ Every culture needs to be treated differently. If you are unfamiliar with your student’s culture, consider doing some research beforehand. For instance, in Italian or Spanish culture, it is okay to hug and kiss your student to welcome them. This might not be the case with Asian students as they are more reserved. Please be careful and sensitive with this issue as it can cause great offense without meaning to.

The main benefit of homestay for the student is to be able to interact with Australian families and experience the Australian way of living. The expectation is that all Global experience students will live as full members of your home, sharing the same meals, living areas and most importantly, help them feel ‘at home’. You are expected to treat them as members of your own family and the student is also expected to respect the family rules.





Guidelines and information for your student and hosting with Ge.

## 1. Student Arrival in Australia – Transport to Your Home

- √ Global experience will advise you of your student's arrival date and time. These details will be sent to you via email. Please let us know if you prefer them posted.
- √ Make sure someone is home to greet your student when they arrive.
- √ Global experience will either arrange an airport pick-up for the student (U18), or the student will make his or her own way to your home (mostly 18+).
- √ Please note that you are not required to pick up your student from the airport or their place of arrival, unless requested by Global experience. We will not reimburse any transport and/or parking fee if you choose to do so, without prior discussion.
- √ If your student doesn't arrive or contact you within three hours of their expected arrival, please contact Global experience at the emergency number +61 430 008 448. If we are unreachable at the time, please leave us a message with your name and contact details and details of what has happened. If you have a commitment elsewhere, we respect your need to fulfill it. Unfortunately, students sometimes change their plans unexpectedly and don't let us know!

## 2. Student Arrival in Australia – Once at Your Home

- √ Show an interest in your student and spend time getting to know them. If you know someone their age, perhaps you can introduce them.
- √ Once your student arrives, please assist your student to get a SIM card and Opal card. They may also ask your help to open a bank account.
- √ As soon as they have their SIM card, please add their contact number to your phone, so you can communicate with each other.
- √ Help familiarise them with their local surroundings, including showing them where to catch public transportation.
- √ To avoid any misunderstanding, communicate all the house rules with your student as clearly as possible, including curfew time. Make sure you communicate with them in a friendly manner as some students may not be able to understand immediately due to their beginner level of English.
- √ You may find it helpful to use translation apps when your student first arrives to help explain the rules and get to know each other, before they begin their English lessons.
- √ Please review your 'Carer Responsibilities', as applicable. This is generally a separate form you need to sign and return to Global experience. As part of your carer responsibilities, you may need to attend an enrolment interview with your student on the first day of school.





### 3. Bedroom

- √ The student must have their own room and privacy. Please do not enter the student's room without their permission. If you need to open their window to allow fresh air, please let them know you may do this to avoid misunderstanding. You don't want the student to think that you sneak into their room when they are not home.
- √ Inform your student if you have a cleaner come on a regular basis (especially if the cleaner will enter the student's room).
- √ The bedroom should have a comfortable bed, wardrobe, study desk, chair and adequate lighting, such as a desk lamp. *Please be advised, bunk beds are not allowed.*
- √ You may provide heating and cooling equipment during winter and summer. Please offer these to your student or provide them if they ask. You may ask them to use these moderately and switch them off when they are not using them/before going to bed. We recommend offering them for 1-2 hours before bedtime to get the right temperature for sleeping.
- √ If they ask for additional blankets during the winter, please provide these.
- √ Unless a twin room for students is specifically requested, you cannot ask your student to share the room with another student or member of your family.
- √ All family member(s) must have their own bedroom. However well meant, it's not acceptable for you or other family member(s) to sleep in the lounge room and give up your room for the guest.

### 4. Meals

You should provide breakfast, lunch, and dinner every day of the week (school days and weekends). Small snacks need to be provided after school in case they are hungry while waiting for dinner to be ready.

Many students are not familiar with "freezing" or "refrigerating" food, as they are accustomed to fresh, hot meals for breakfast, lunch, and dinner. Please remind your student you are not serving them old food; it's just food that may need to be frozen or refrigerated for health reasons.

Breakfast:

- √ "Self-serve", e.g. toast, cereals, milk and yoghurt. Please show your student where these items are kept when they arrive. Perhaps on the first morning, you can join them for breakfast.

Lunch:

- √ "Light lunch", e.g. sandwiches and fruits.





Many students, especially those from an Asian background, do not typically eat sandwiches and bread the way Australians do. It is important to set boundaries with your students, while also trying to accommodate their requests. If they are requesting hot lunch (hot noodles, rice, etc.), please talk to them and see if there is a compromise you can meet. For example, you can offer leftovers from the night before, prepare a large batch of rice they can reheat, or purchase instant noodles.

#### Dinner:

- √ Dinner is the most important meal of the day, please cook a variety of fresh, healthy meals every day.
- √ Dinner should offer the following: carbohydrate (bread, rice or pasta), protein (meat, poultry or fish), vegetables and fruits.
- √ Inform your student what time dinner is normally served (i.e. 6.30pm - 7.30pm).
- √ Homestay students are expected to eat dinner with your family each night. It is the best time to get to know your student and share your experience with them.
- √ If you have evening commitments and you cannot sit with your student at dinner, please prepare dinner in advance.
- √ If your student will be late for dinner, or won't make it home for dinner, they need to let you know as soon as possible (before 3pm).
- √ If your student will miss dinner, you can leave the food in the fridge. They can just heat it up in the microwave.
- √ Please show your student how to wash their dishes or load them into the dishwasher after dinner. Some students come from families with cooks and house help, and do not always know how to help with chores.
- √ Please note that if you are taking your student out for dinner or a weekend lunch, this should be treated as a meal at home and paid for by you.

## 5. Transport

Your student will take public transport while in Australia, such as bus, train, or light rail. Please show your student how to get to school on their first day. You can either drive them or go with them on public transport.

- √ Physically show them where to catch public transport and make sure they understand where to get off. Show them Google Maps or other apps (Trip View Lite (NSW)). Giving them a map or directions in English may not be helpful, as their English skills may be limited.
- √ Please show them how to "flag down" (wave at) the bus driver to get their attention to stop for your student.
- √ Students are responsible for paying for their own transportation. Show them where and how to buy a reloadable Opal card.





- √ If your student has a medical emergency, please offer to take your student to a doctor or hospital. If you cannot, they are responsible for the costs of any emergency transport.

## 6. Key

- √ Provide your student with a key to enter and lock the house, as soon as they arrive.

## 7. Smoking

- √ If you are a smoker, we suggest you always smoke outside whilst you host a student. It is standard practice for each family to provide a smoke-free environment.

## 8. Housekeeping and Cleaning

You will provide:

- √ Bed linen, towels and toilet paper.
- √ Enough hot water to shower, up to twice a day. Shower time should be around 7-10 minutes (may vary during water restrictions, please advise your student accordingly).
- √ Laundry facilities and laundry soap to do laundry once per week. Show your student how to use the washer and dryer.
- √ Vacuum and other cleaning supplies for their room and bathroom. They are expected to clean their bedroom every week.

You are responsible to:

- √ Clean the bathroom if you share it with your student. If your student's bathroom is for their use only, they are expected to clean it themselves.
- √ Show your student how to use the washer and dryer or explain to them when laundry will be done each week and where to put their laundry for you to wash.

Your student will provide:

- √ Their own personal toiletries, such as shampoo, soap, etc.

Your student is responsible to:

- √ Change the bed linen once a week for hygiene purposes.
- √ Consider others when using the bathroom by keeping it clean, neat and dry after use.
- √ Keep their room neat and tidy at all times. Offer them the vacuum cleaner and cleaning supplies to clean their room at least once per week. You might offer to clean your student's room, but you are not obligated to do so.
- √ Take turns cleaning the bathroom if your student shares the bathroom with other guest(s) or students.





### 9. Courtesy and Supervision

Please remember, your student is in a new and unfamiliar country. Remind your student you have invited them into your family to treat them like your own; you want to make sure they are safe at all times.

- √ Your student is expected to tell you where they are going and what time they will be home.
- √ Make sure you and your student have each other's contact numbers to be in communication.

### 10. Temporary Carer during Your Absence

- √ You may need to be away from your home overnight from time-to-time, whether this is planned or an emergency. You must not leave any U18 students overnight without an adult's supervision.
- √ If your absence is planned, you may wish to assign a relative or friend to look after your student during your absence. They must have a valid Working with Children Check and understand the basic rules of hosting minor students i.e. curfew time, school attendance, etc. You also must provide us with the temporary's carer details such as contact number and email address.
- √ If you are hosting a U18 female student, there should always be a female adult's presence at home. Hence, a female student cannot be left alone with the host father overnight (even if he is watching his own children).
- √ If your absence is an emergency, please contact Global experience as soon as possible, even if you will only be away for one night. You must arrange a temporary carer to stay at your home and look after the students while you are away. Otherwise, we will need to relocate the student.
- √ Please clearly explain the situation to Global experience and the student, so we all understand what is happening. We must inform the school.
- √ If you are going to be away for an extended period, you must contact Global experience immediately. A relocation homestay may be required.
- √ Where the student has an appointed caregiver, you are entitled to have the caregiver's contact details in case of emergency or to discuss any challenges. Normally these details will be provided by Global experience when sending the student's confirmation details.
- √ Even when your student turns 18, you cannot leave them alone overnight (i.e. if you go on holiday). We still need to be notified and a temporary carer or relocation needs to occur.





## 11. Curfew and Additional Guidelines for Under 18 Students

- √ U18 curfew time: 8pm (Sunday to Thursday) and 9pm (Friday and Saturday). This curfew is from the Department of Education (DE). You are responsible for enforcing it. If you have not heard from your student by the time outlined above, you must call the Ge emergency number +61 430 008 448.
- √ Students must come home each night for dinner. Please advise us immediately if they don't and please check where they are if they don't come home on time.
- √ DE students must sleep in their approved and assigned homestay each night, including weekends. If your student wants to sleep elsewhere, such as at a friend's or family member's house, they must get approval from DE before staying the night.
- √ If your student wants to bring a friend to your home, they must ask you for permission first.
- √ Students may not enter premises where alcohol is sold, e.g. bars, nightclubs and casinos.
- √ Students may not smoke or drink until they turn 18. It is not permitted under 18.
- √ Students over 18 should generally not smoke or drink in your home.
- √ Students must maintain a minimum of 80% attendance at school and make good progress in their school studies.

If your student refuses to follow these rules, please notify Global experience, and their carer, as applicable. You are obliged to inform Global experience, and we are obliged to notify the school. Breaking these rules may put your student in breach of their visa, and they could be expelled from Australia.

If someone collects your student and claims he or she is a friend/relative of your student and the student intends to stay at their house, you must collect: their name, phone number, proof of ID (i.e. driver's license) and record their number plate details.

## 12. Insurance

- √ Homestay hosts are required to have \$20 million in public liability insurance. This is the industry's standard practice. AIG Homestay Host Insurance Plus is designed specifically for homestay hosts and provides cover for all students staying with you over a 12-month period. When registering with AIG Homestay Host Insurance Plus, please insert the Ge code: AUS01. Here's the link: [www.homestayhostinsuranceplus.com](http://www.homestayhostinsuranceplus.com).
- √ If you would like Global experience to purchase insurance on your behalf, the full payment of your insurance policy will be deducted from your first payment. Please note that a \$10 admin fee will apply. Please submit your request to [accounts@globalexperience.com.au](mailto:accounts@globalexperience.com.au).
- √ Contents insurance is optional; however, it's suggested you have it as well.





- √ Please note that Global experience does not receive any fees and/or commissions from the insurance company above, or any other companies. Global experience only provides information of insurance available to hosts.

### 13. In Case of Emergency

Please teach your student how to contact emergency services (police, ambulance, fire) by calling "000" (triple zero).

### 14. Smoke Alarms

- √ It is compulsory to have smoke alarms installed at your home. When we come to your home for an inspection, we will check for these.

For more information, please read your state's requirements for fire alarms.

New South Wales:

<https://www.fire.nsw.gov.au/page.php?id=80>

Victoria:

<http://mfb.vic.gov.au/Community/Home-Safety/SmokeAlarms.html>

Northern Territory:

<https://nt.gov.au/emergency/community-safety/fire-safety-at-home/smoke-alarms>

### 15. Internet

- √ Internet access for students is compulsory, and the Internet fee is included in the weekly rate for DE students.
- √ Students should be mindful of their use, and use the Internet for browsing, emailing, schoolwork, and other appropriate activities.
- √ Students are strictly forbidden to access inappropriate websites on the Internet, such as adult material, at your home.

### 16. Homestay Changes

- √ The standard homestay booking is for four (4) weeks, unless otherwise indicated. If your student is under 18, they are expected to remain in your home until they turn 18.

Global experience has matched you with a unique student based on each of your preferences. Some students and hosts do not always get along. Please give yourself and your student a few weeks to settle into each other's lives.

- √ If you are truly unhappy with your student, please contact us. Often, we can have a chat with the student to understand their perspective and remind them of your house rules and expectations. We may also refer the issue to the school to assist with speaking with the student.
- √ You are required to give your student two (2) weeks' notice if you cannot host them any longer.







- √ Your student needs to give you two (2) weeks' notice if they intend to move. If they are under 18, they must have valid reasons why they want to change their homestay.
- √ Please note on those occasions where your student chooses to leave without giving two weeks' notice, Ge will still endeavour to collect two weeks of homestay fees. However, where there is an unresolved dispute or issue between the student and the host, this arrangement may not be possible.
- √ Please note there are circumstances where two weeks' notice may not apply, and these are dealt with on a case-by-case basis. All parties are required to behave with integrity and fairness. This includes if you break your responsibilities as a host, including but not limited to violence, assault, etc.
- √ Unexpected circumstances may occur before your student arrives, i.e. visa cancellation, death of family member, sickness, etc. If this is the case, we may cancel the booking arrangement with no penalty (if we advise the cancellation before the student's proposed date of arrival). However, if the cancellation is made after the student's proposed date of arrival, penalty may apply. Please check with the Liaison Manager in charge of what your entitlement is (as we treat every case differently).
- √ If the homestay is terminated during the student's stay and the host has received excess payment, those funds must be refunded by the host to Global experience. Alternatively, an adjustment can be made from the other student you are hosting.

## 17. Holidays

- √ If your student is going on holiday for less than 7 days, the normal homestay fee will apply.
- √ If your student is going on holiday for more than 7 days, you will receive the "holiday holding fee," approximately 50% of the homestay rate.
- √ During their absence, you are not allowed to use the room for other students/any other purpose. The student has paid the reservation fee and you are obligated to respect the arrangement.
- √ Please inform Global experience when your student tells you about their holiday. We need to record this information in our system, and we must relay these details to the school/institution.
- √ For most students under 18, they are not allowed to travel in Australia (to other cities, etc.) without their parent or homestay host. They may not travel with friends or relatives who are not their parents (like brother, sister, aunt, uncle, cousin, etc.).
- √ If your student informs you they are traveling in Australia with their blood parent (or any other relatives), please notify us as soon as possible.
- √ If you would like to take your U18 student on a holiday (overnight, of any duration), whether in your state or further, you must obtain permission through Global experience, the student's school, and the student's parents. Please let us know at least 1 week in advance of your planned holiday so we can obtain this permission.





- √ If U18 students will be away from the homestay overnight, even with you and your family, for any reason, please let us know at least 1 week in advance. We need to work with your student's school and parents to obtain consent letters.

### 18. Payments and Your Responsibilities

- √ Homestay rates vary according to the age of the student and the institution they are attending. The rate may be higher where the student requires additional care. We will always confirm the weekly rate with you. The choice is yours as to whether you accept the student or not.
- √ All payments are made via online banking. Please make sure you provide us with the correct bank details. For any changes, kindly advise us in writing by sending an email to [accounts@globalexperience.com.au](mailto:accounts@globalexperience.com.au). Global experience takes no responsibility for payments made to old accounts if we have not been informed previously in writing.
- √ Initial administration fee is 8.5% (for the first 28 nights); ongoing administration fee for any student's extension is \$2 per night thereafter.
- √ Holiday holding fee applies when the student is going on holiday and request the host to keep the room (minimum request is 7 nights). The administration fee for holiday holding fee is \$1 per night.
- √ Our payment day Friday, and we pay hosts on a fortnightly basis.
- √ You may not receive your payment immediately, depending on your banking institution.
- √ Hosts are expected to only discuss payment related matters with Global experience. No financial discussions should be made between you and the student/student's agent.

### 19. Homestay Extension and Payments

- √ If a student wishes to stay in homestay longer than the initial contract period paid for (normally 4 weeks), the host family and/or the student must advise Global experience of the extension of their stay.
- √ Please contact us by phone +61 2 9264 4022 or email [accounts@globalexperience.com.au](mailto:accounts@globalexperience.com.au) during the third week of the student's four week stay, and a week before any extension thereafter.
- √ Global experience will manage payments for the whole period of the student's stay in homestay. Private financial arrangements are not to be made between the host and the student. If the student suggests a "private" arrangement and you agree, Global experience reserves the right not to place guests with you in the future.





- √ This policy is in place for the protection of both the host and student, and to meet with the minimum homestay industry standards set out in the Education Services for Overseas Students Act 2000, the National Code of Practice 2007, and as required by the NSW Office of the Children's Guardian, the Commission for Children and Young People (Victoria) and the Office of the Children's Commissioner (Northern Territory) as applicable to you.
- √ Homestay is a business about people. We rely on our families to work with us in the spirit of goodwill and integrity. The ripple effect of people "breaking" these rules is time consuming, disruptive and impacts many different parties. Global experience relies on families to have integrity and work within the guidelines given.

## 20. Homestay and Tax

- √ The Australian Taxation Office (ATO) has indicated that you can have up to two (2) students at your home without paying tax. Please call the ATO on 13 28 61 if you wish to obtain further information. ATO legislation does change from time to time and we suggest you contact them to ensure the information is still current.
- √ For all your financial matters, you must discuss with your Accountant/Financial Advisor as each case is unique.

## 21. Students and Visitors

- √ If your student would like to bring a visitor into your home, they need to ask for your permission first. If you give permission, they are only allowed to bring that visitor to your home when you are home, unless you have made a different arrangement with your student.
- √ If they have guests from overseas, i.e. a mother, sister, etc., who would like to stay overnight at your home, please discuss this with Global experience before accepting the request. Additional fees for visitors will apply.

## 22. Accidents or Illnesses

- √ If your student becomes ill or has an accident, please help them obtain medical assistance by taking them to the nearest GP or hospital as appropriate. We ask that you provide transport to care irrespective of the student's location, be it home, school or during activities. Where it is not possible to provide transport, the student/their parents will pay the cost of any emergency transport.
- √ The student will pay their own medical expenses. You are not required to pay these expenses. Each student has Overseas Student Health Cover.
- √ In the case of an incident such as a robbery or missing student (after 24 hours), please make sure you report it to the police and inform Global experience immediately.





### 23. Cancellations

- √ Occasionally, due to unforeseen circumstances, students cancel their course and their homestay accommodation. We will let you know if this is the case and will endeavour to place another student with you as soon as possible. Cancellation fees do not apply when this occurs.

### 24. No “Mixed Gender” Rules

- √ No “mixed gender” rules apply when you are hosting an under 18 students. You cannot mix males and females if one or more students are under 18.

### 25. Maximum Number of Students per Household

- √ The maximum number of students you can host (including student(s) coming from another homestay agency and/or twin share room) is 3.

### 26. Working with Children Check

Under new Government regulations, the following steps must be met before a student can be placed with a host family.

- √ The main host of the homestay family must pass a paid “Working with Children Check” (WWCC) with the state’s appropriate government body if requested, every five (5) years or more frequently if required by law or requested by Global experience. All other members of the household over the age of 18 years must pass a volunteer (unpaid) WWCC.
- √ The WWCC clearance certificate of the main host and all other household members over 18 must be submitted to Global experience.
- √ This policy is in place for the protection of both the host and student, and to meet with the minimum homestay industry standards set out in the Education Services for Overseas Students Act 2000, the National Code of Practice 2007, and as required by the NSW Office of the Children’s Guardian, the Commission for Children and Young People (Victoria) and the Office of the Children’s Commissioner (Northern Territory) as applicable to you.

Here is the link to apply for a Working with Children Check:

New South Wales:

<http://www.kidsguardian.nsw.gov.au>





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## 27. Our Contact Details

Our office is open from Monday to Friday between 10am - 5.30pm, except during public holidays. Our contact number is +61 2 9264 4022. If you need to contact us outside those hours for any emergency related matter, please contact +61 430 008 448.

*Our hours have changed due to COVID-19, and they may be different from the hours stated above. Please refer to your Liaison Officer and email correspondence for updated business hours.*

