

Northside
Christian College



**SHORT TERM
HOST FAMILY
INFORMATION GUIDE
2017**



NORTHSIDE'S *HOST*pitality on show!

Thankyou for your willingness to provide our visiting students with a caring environment in which to stay while studying in Australia. Our aim is to provide students with a holistic experience that helps contribute to all areas of their development – academic, social, emotional, physical and spiritual.

Hosting an international student can form a part of this aim for our students as well as being a most rewarding experience for you and your family.

They will need the love and care that you would like your own child to receive if he/she was in a similar situation in another country.

One your family has been approved to be an official Northside Host Family, you will be added to our database and included in our email list regarding visiting groups. You can choose to host when and how many students you wish to host according to what suits your family.

The main times for International students to visit us is during their longer school vacation periods, which are end-January to end February, and mid-July to end August.

This guide is intended for Host Families caring for Short Term International Students. Although many of the principles are the same, families hosting long-term International students should refer to that specific Handbook for detailed information and regulations. Please let us know if you would like to host a long term student.

WHO TO CONTACT:

Please contact the College should you have questions during the program. As a general rule, the staff that may accompany the students are there for very general supervision only, and often have limited English. We kindly ask that you refer any issues or questions directly to the College, not via the ESL staff, or agents or visiting staff with the group. The College will involve these staff as required for translation or pastoral/disciplinary care.

1st Contact:

Graham Brown graham.brown@northside.qld.edu.au WK: 3353 1266 A/H: 0412 199 295

2nd Contact:

3rd Contact:

GROUP DATE DETAILS:

- Jeollabukdo (Korea): 23 July – 13 August. Co-ed, Middle School, various schools.
- Edogawa (Japan): 22 July – 6 August. Co-ed, Middle and Senior School, Edogawa Gakuen Toride School.

*These dates may change due to flight alterations which are beyond our control. Specific times of arrival (and collection of your guests at the College) will be communicated closer to the time, once final flight confirmations have been received.

PAYMENT

The College respectfully requests that Host Families accommodate 2 students if possible, within your household constraints. However, we are still very happy to host students with families who are only able to accommodate 1 student.

Some visiting groups specifically request that there is only 1 student from their group per Host Family so that the students are encouraged to converse in English. In these circumstances, Host Families may still have 2 or more students at a time, as the College is able to assign students of differing languages / groups.

One lump sum payment is generally made on the first weekday of your guests stay with you, in advance.

A pro-rata payment is calculated in cases where students stay a part week.

- 1 student = \$220 per week
- 2 students = \$330 per week (additional \$110 per student)
- 3 students = \$440 per week

ORIENTATION

Host Families are asked to attend an orientation session to ensure the College meets its legal and duty of care obligations. At this time, any outstanding paperwork or account details can also be finalised.

The orientation sessions are typically held two weeks out from arrival, and is for all host families regardless of the country of origin or group.

HOUSE INSPECTIONS

As a part of the College's legal responsibilities we are required to ensure that Host family homes are safe, and meet the requirements as outlined in this guide.

To fulfil our obligations in this area, a Northside representative will arrange a suitable time to visit your home, and meet with you. The visit is not intended to be intrusive, and will typically only take about 20 minutes.

Basically, the inspection seeks to confirm that appropriate bedding, bathroom and other basic facilities are in place. We will take a basic photo of the street frontage view of your home, and the relevant bedroom/s, and living area/s where the students may spend their time, or other points of interest – e.g. - pool. Lastly, if you have pets, we will take some pet photos. These are always very useful to reassure visitors ahead of their arrival, as many students will not have pets of their own.

We ask that you have read the Host Family Information Guide prior to your inspection to avoid unnecessary questions that may add to the duration of the visit.

GENERAL INFORMATION

Students at a homestay should be provided with the following:

- Transport to and from the College weekdays/schooldays. If your child/ren usually use the Northside Bus Service, then your guests may use the service at no charge.
- Breakfast and dinner every day/morning tea and lunch on all school days. Please refer to the Program Schedule for further information.
- Their own bedroom which the student(s) can feel is private. Sharing is permitted when age/gender appropriate, but separate rooms are preferred. However, sharing of beds is not permitted (e.g. queen bed for 2 students)
- A comfortable bed, warm blankets and regular linen changes.
- Wardrobe space, a place to study, or complete homework.

- A fan/air conditioning/ heater as necessary.
- Laundry done by host family.

WHEN YOUR STUDENT ARRIVES

You will meet and collect your student/s from the College, and return them to the College at the conclusion of their stay. Bus transport is provided for them to and from the airport as a group.

The students love to meet as many of your family at this first point of contact as is possible for you. This is like a dream come true for them...finally in Australia, with MY Host Family!

Get ready for the selfies 😊

Depending on the arrival time basic nibbles and drinks may be provided.

We will do our best to minimise delays and wait times. There may be some updates or changes to the planned Itinerary for your student/s that we need to inform you of at this time.

Once you get home, if your student isn't too tired or in need of a shower try working through some of the most important checklist items at the end of this guide. E.g. – bathroom and toilet etiquette.

Let your student know what you expect to be called. We recommend in most situations that a first name basis may be best, due to language difficulties. But, mum and dad work well too!

Very soon after your student arrives, take a quiet time together to chat to him/her about your expectations. Repeat the chat time if necessary. Be loving and reassuring, but also clear and firm about your rules. Allow them the opportunity of asking questions of you. Some topics to explain should include:

- Meal times and use of the kitchen
- Bed times
- Use of the bathroom
- Use of telephone, television and stereo

Of course be reasonable in your demands, taking into consideration the student's age and maturity.

Do not confront the student with all the rules immediately on arrival. Just make sure that as time goes on you and the student know where you stand and the basis on which you can live together in harmony.

The following are some guidelines which have been adapted from various sources. Specifics will vary from family to family and student to student.

TELEPHONE CALLS

Generally, students should have their own phones and be expected to use them, but, in an emergency situation you may decide it is appropriate for the student to use your own phone. Obviously the student needs to pay for all STD and International Calls. To avoid embarrassment by either yourselves or your students, it may be helpful to consider the following suggestions.

- Placing an international bar on your telephone for the duration of your students stay
- Obtaining a print out of your account. This is most easily done using a monthly account that will cover the time of homestay.

MONEY

Please ensure your guests do not carry large amounts of cash on them. Advise them about how much money is appropriate to take to school for canteen lunch and snacks.

HELP WITH ENGLISH

Most students will not have a good command of English. You can play a vital role in helping the student with practice, so try to converse as much as possible. Speak slowly and clearly and use simple English. You may need to repeat things and often rephrasing speech is helpful.

Be careful not to raise your voice when speaking assuming that speaking louder will increase their understanding. Students may often say they understand you to avoid embarrassment or because they desire to please. It is wise to check that they have really understood if it is something important.

You may sometimes find that students are reluctant to converse freely out of respect for your position as an older or senior person.

If your student speaks very little English and you have something vital to communicate, it could be wise to arrange a three-way conversation with an interpreter to ensure that the student understands.

In emergency situations the assistance of an interpreter must be sought. Relevant contact information is provided at the end of this guide.

DEALING WITH PROBLEMS

If your student behaves in a way you find irritating or unacceptable, sort this out straight away. Also encourage the student to speak to you immediately if he/she finds anything unacceptable or confusing. Do not expect students from different cultures to guess what is displeasing you.

Some areas that may lead to problems if guidelines are not clarified are as follows:

- a) Meals: Students are expected to eat with your family. If you allow them to not be home for a meal, students need to advise you several hours beforehand.
- b) Smoking, alcohol and drugs etc: Make clear statements about your policies in the home. Remind them that all these activities are unacceptable at any school function as well. As most students are underage, each of these activities are considered unlawful, and also oppose the agreements each of the students have signed in order to participate in this program.
- c) Friends: Student may wish to bring friends into your home. State your rules on visitors. Be reasonable. Perhaps suggest a time by which the friend should be out of the house. Sometimes, like with your own children, they may wish a friend to stay over, but this decision is up to you.
- d) Laundry: Explain where you want it placed and how often it is done. Some students will request to do it themselves. If you agree that your students can do their own washing and ironing, show them how and where and discuss convenient times.
- e) Showering and Bathroom: Students may be accustomed to long showers or sloshing large quantities of water around in the bathroom. Clearly explain your family's expectations/routines.
- f) Bedtime: Explain that many Australians go to bed 'early'. Noise is not acceptable after a certain time. Set a reasonable time by which you expect radios etc to be turned off and the house to be quiet. You may also need to set an hour after which telephone calls should not be made or received.
- g) Bedroom: Tell the student how you want their room maintained, sheets changed, heater off at bedtime etc. Tell students to sleep between the sheets. Note that it is likely that your guest will prefer a firm to hard bed rather than our 'soft' ones. Discuss that with them.

TASKS AROUND THE HOME

It is customary in Australia to expect people staying in your home to help with such things as setting the table, drying the dishes etc. Your student may have come from a background of wealth with servants doing most ordinary things for them, or where parents do everything as they expect their students to study as much as possible. Many students, particularly the males, will never have done any household chores at all.

Students should generally not be forced to do chores, but often will often be quite willing to offer to help if asked. We believe that you should encourage them to help like other family members. Point out that the meal preparation time or the washing up time is often an important social event in the family.

DIET

The food that students have been used to eating will generally be vastly different to what Aussies eat. In fact, adapting to the food can be the greatest single difficulty that students experience.

Visiting students may have a kind of rice soup for breakfast or a vegetable based meal – not anything like Aussie vegies either! They may never have had cereal with milk and so talking about breakfast options will be really appreciated by your guest. Then when they get to school they have a foreign invention called a ‘sandwich’ which contains all kinds of inedible substances giving it that ‘special’ Aussie flavour. By the evening meal all they want is something they are familiar with.

The degree to which you try to find what foods the students like and cater for is up to you. Some suggested recipes have been included in your pack. Of course, students’ willingness to try different foods and the speed

with which they acquire a whole new set of ‘taste buds’ will vary. Just do the best you can and we will expect them to do the same.

HEALTH

Students are responsible for their own prescriptions, medicines, and all doctor’s/ consultation/ hospital/ specialist fees and other.

If you feel that a student requires urgent medical attention, get them to the nearest hospital or doctor and advise the College.

TRANSPORT

It will be important to guide your guest in locating and catching buses, trains etc. Going with them at first is a good idea. Establish guidelines about your providing a personal ‘taxi’ service. Visiting students are not permitted by Northside Christian College policies to drive a car.

CULTURE SHOCK

Culture Shock occurs when people move from a culture in which they understand and can interpret the values, patterns of behaviour, gestures etc into a culture in which they do not know and understand these things.

People from different cultures are often concerned to preserve ‘face’ – both theirs and yours. This must not be considered lack of openness. Sometimes you may have to point out that your regard for your students is in no way diminished because you have to point something out to them that has displeased you. Where applicable, explain that a problem may have arisen because of differing cultural backgrounds.

Never imply that the Australian culture is better. You will find most students keen to learn how we do things and are anxious to fit in. We suggest that you ask questions to show an interest in your guest’s culture – this can be a two-way learning experience.

Everyone experiences culture shock to a greater or lesser degree when they live in another country. Some of the symptoms of culture shock are:

- Homesickness – unexplainable fits of weeping
- Boredom or need for excessive amounts of sleep
- Hostility toward or withdrawal from the Host family
- Compulsive eating or drinking
- Irritability
- Exaggerated cleanliness
- Marital stress (family tension and conflict)
- Inability to work or study effectively
- Physical ailments (menstruation problems etc)
- Psychosomatic illness

ASSISTING WITH SCHOOL WORK

Is it okay? YES! Your guest will initially have a greater rapport with and confidence in you than his/her teachers. He/she may therefore seek (or need) your help with school work. Don't be afraid to help, even if you can't understand the content, as your guest will mostly need help in interpreting English words, clarifying meanings and applications etc. Do encourage them to be open in this. Work hard at it because openness will not be easy for them.

ENTERTAINMENT & ACTIVITIES

Your guest has entered Homestay so they can get to know and enjoy Australian hospitality. They expect to chat and practise English. We expect the student to be welcomed into the family and join in with an active Australian family lifestyle. This includes inviting the student with you on outings on which you would normally take your family. The student needs activity and would benefit from something each weekend (although some planned optional weekend activities may have been organised as a part of their itinerary). Weekend activities need not necessarily be expensive. Tourist attractions, the movies, the waterfront, beaches, parks, lakes and shopping centres are all attractive places to share time with your student. They do not come to Australia only to spend all their leisure time watching television. Some students may be interested in sporting activities eg. soccer, PCYC, dancing, gym, netball etc. If your child/ren participate in these activities, encourage your guests to have a go, or go with and watch, or whatever is your family norm.

Students may be unused to paying for themselves on outings. Talk about this with them in advance if this is what you expect, that they should pay their own entry unless you have agreed beforehand to pay for them. Not all students will have large amounts of spending money.

BLUE / SUITABILITY CARDS

It is a mandatory requirement that all those living in the household over the age of 18 hold (or have applied for) a blue/suitability card. This card is issued once criminal history checks have been done to clear the card holder to work with children.

If you or someone over the age of 18 doesn't have a current card, then you can find more information and lodge your application online at: <https://www.bluecard.qld.gov.au/> .

Information to assist with completing the form:

PART A: tick "Volunteer"

PART B:

1. Northside Christian College
2. 89946
3. PO BOX 599 Everton Park QLD 4053
4. Ann-Margaret Rose
5. Volunteer Coordinator

6. AnnMargaret.Rose@northside.qld.edu.au

PART C: tick first box – “Child accommodation services including home stays”

PART F: Requires Ann-Margaret Rose’s signature. And insert details as per #4, 5 above.

Allow 28 days for your application to be processed.

If your card hasn’t arrived prior to the arrival of your student/s that is okay, we will just have you sign a form that says you have applied, and you have no reason to believe that your application would not be approved.

For those with current cards, the College will need to sight and take a copy of your card for our records.

REMEMBER

Your students are far from home. They will be lonely at times. They will appreciate your warmth and sympathy. They are normal human beings with the normal problems all human beings have. Love, warmth and understanding will solve most problems.

Do not feel embarrassed about asking him/her to share in family devotions, grace at meal times etc. If they are not Christians, or used to the way your family does things, explain clearly what the purpose of the activity is and its importance to you as Christians. Be careful not to condemn other religions – show sensitivity to your guests own beliefs and the values that their family may have instilled in them.

Of utmost importance is that you demonstrate a spirit of friendship and understanding at all times – in the end, actions do speak louder than words.

CONTACT DETAILS

Phone number of College (W): 3353 1266 8:00am to 4:30pm

DETAILS	✓	WHO	PH. NUMBER
If there has been an accident or an emergency.	✓	Graham or Jacqui Brown	(M) 0412 199295 – G (M) 0412 986166 – J
Assistance with payment for Homestay.		Mary Laidlaw	07 3353 1266

- You should also receive a communication listing specific contact details for your visitor’s group.

NORTHSIDE CHRISTIAN COLLEGE – HOST FAMILY INFORMATION GUIDE

CHAT POINTS

1. What may I call the members of the household? Mr. Mrs. First names etc.
2. What else am I expected to do other than:
 - a) Make my bed
 - b) Keep my room tidy?
3. What is the procedure for dirty clothes?
 - a) Where do I keep them until wash day?
 - b) Must I wash my own clothes? If so, when and how?
 - c) What is the procedure about ironing clothes?
 - d) May I use the iron and washing machine at any time?
7. Where can I keep my bathroom accessories?
8. May I use the family toiletries, shampoo, soap, toothpaste etc?
9. What is the most convenient time to bath/shower?
10. What time limits should apply in the shower?
11. What time are meals?
12. What can I do to help at meal times?
 - a) Set the table
 - b) Clear the table
 - c) Wash the dishes
 - d) Dry the dishes
 - e) Empty the rubbish bin
13. May I help myself to food and drink or must I ask first?
14. Where do I store my suitcase etc?
15. Can you supply me with coat hangers?
16. What areas of the house are strictly private and out of bounds?
17. May I use the household electrical items? e.g. blender, toaster, frying pan.
18. May I put up pictures or posters in my bedroom?
19. May I move the furniture in my bedroom?
20. What time must I get up on weekday mornings?
21. What time must I get up on weekends and holidays?

22. What time should I be in my bedroom asleep or doing things quietly in my bedroom on my own?
23. What time will others in the house go to bed?
24. What time must I be in at night if I go out? Must I ask permission to go out?
25. How will I get in if the door is locked?
26. May my friends come around during the day?
27. What are the rules about using the phone?
 - a) Must I ask first?
 - b) May my friends phone me?
 - c) What are the rules about local calls?
 - d) What are the rules about STD (Australia Long Distance) calls?
 - e) What are the rules about IDD (Overseas) calls?
 - f) Must I keep a list of my calls to pay you?
28. What is the procedure about posting letters? What is the family's postal address?
29. Does my host have any dislikes? e.g. Chewing gum, wearing hats inside, loud music.
30. How much advance notice must I give if I am asking to go out?
31. If we go out together as a family, should I pay my own entrance or meals?
32. What is the procedure about local transportation and transporting me?
33. May I use the Stereo and TV whenever I want?
35. What do I do for school lunches?
36. When will the members of the household be going to Church and other meetings? When will I accompany them?
37. Do you expect me to phone if I am going to be late home?
38. Are there any other things you would like me to know?
39. If I have a problem, how would you like me to handle this with you?