Bringing the world into your home

A resource kit for Homestay families
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Thank you for sharing your home with our international students. As a supporter of cultural learning, your homestay family is an important part of the UQ community, opening the door to life-changing cultural experiences, fond memories and lifelong friendships.
Our values

Our students are at the heart of everything we do. Our values reflect this and are driven by the same commitment to giving our students the best possible experience during their time at ICTE.

Homestay families are part of our international students’ learning experience, providing a positive, safe and reliable “home away from home”, and immersing them in our unique and beautiful Australian culture.

These core values shape what it means to be a homestay family and set the expectations ICTE-UQ has for this important role. They also serve as a practical guide for families, helping you to build your relationship with your new guest, making their experience as enjoyable, fulfilling and memorable as possible.
Nurturing
A nurturing home means taking the time to understand the needs of everyone, engaging and supporting your students, with patience, honesty and mutual respect.

Communicative
Communication is important in building any relationship and it is the cornerstone of the homestay program. By keeping in regular contact with the Homestay Office we can help support you in your role and provide advice whenever you need it. Spending time each day talking with your student will help to build a comfortable and open environment to share thoughts and feelings. It will also help to give them confidence and give you a chance to learn a little more about their needs.

Reliable
The role of a homestay parent comes with responsibility and accountability. As a student supporter, you must be consistent and dependable in your day-to-day dealings with ICTE and your student.

Flexible
At its core, the homestay program is about people. Sometimes this means that changes in plans and arrangements can happen. We know that this can be challenging, but patience and flexibility is important. To be a homestay family, you need to be understanding and able to adapt to different circumstances and personalities.
Programs

Our Homestay Program

The University of Queensland (UQ) was founded in 1909 and is one of Australia’s leading research and teaching institutions. Ranking in the world's top 50 universities, UQ is known for excellence, consistently winning Australian awards for university teaching and attracting Queensland's highest academic achievers, and top interstate and overseas students.

With students at the heart of everything we do at UQ, we see the world differently. Technology is changing so quickly and social media has become such a normal part of existence, that despite great geographic distances, we are now more connected than we have ever been. We see this every day in the cultural diversity of our students, valued members of our UQ community from diverse regions such as Asia, Latin America, Europe and the Middle East.

You are now part of a broader UQ community, which includes an extensive network of alumni around the world, committed to sharing practical experiences with all of our students, empowering them to create change. This starts on our vibrant and lively campus - the foundation for a nurturing university community.

Here at the Institute of Continuing & TESOL Education (ICTE) we deliver a wide range of English pathway programs, teacher training and international continuing education programs to more than 6500 international students, teachers, professionals, business personnel and visitors from over 105 countries annually.

As homestay hosts, you offer students the unique opportunity to become a member of an Australian family, helping to enhance their interaction with Australian culture, improving their exposure to English and creating lifelong friendships and experiences.
“I think staying in homestay gives me a chance to meet new people in the world and build a friendship with kind, nice people who experience a different but really fantastic culture. It is an awesome opportunity for me to make friends and learn more about Australians. I not only appreciate the beauty of Australia’s sights, but also the kindness and happiness in Australian people’s hearts.”

ICTE English Language Student Luo Shenglen from China
Where our students are from

Students can either participate as part of a study tour, or as an individually enrolled English language student in our English Language Intensive Courses for Overseas Students (ELICOS).

Peak periods for placements occur from the beginning of January to mid-March and from late June through to September.

A typical student
- Predominantly from Japan, China, Korea, Hong Kong, Taiwan, Indonesia, Saudi Arabia, Chile, Colombia, Brazil and Thailand.
- Can study from eight days to 45 weeks
- Generally under 25 years of age.
- Students in teacher training programs are generally mature-aged.

“...I have been genuinely overwhelmed by what we have gained from this experience. It is so much more than I could ever have imagined. I know I am not their “Mum” and you don’t have to “mother” them, but it makes my family all feel great when that level of connection has been created. The experience can be whatever style you want it to be to fit your family – only thing that is certain – you will love it!”

ICTE Homestay Host Susan Blunt
“...living in a local homestay is a brilliant way to immerse yourself into the local life and culture. I have gained a big Australian family who encourages me to try new things, take me to experience Brisbane scenic spots and cook exotic food for me.”

ICTE English Language Student Yukun Zhang, from China
Programs

Sample Student Timetables
Students will be advised which class they have been allocated when they commence at ICTE.

<table>
<thead>
<tr>
<th>Morning Session</th>
<th>(8:15 - 12:45pm)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Friday</td>
<td></td>
</tr>
<tr>
<td>Class</td>
<td>8.15am – 10.15am</td>
</tr>
<tr>
<td>Break</td>
<td>10.15am – 10.45am</td>
</tr>
<tr>
<td>Class</td>
<td>10.45am – 12.45pm</td>
</tr>
</tbody>
</table>

*Some students may have classes in the morning, afternoon or evening depending on their program.

<table>
<thead>
<tr>
<th>Afternoon Session</th>
<th>(1.00pm – 5.30pm)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Friday</td>
<td></td>
</tr>
<tr>
<td>Class</td>
<td>1.00pm – 3.00pm</td>
</tr>
<tr>
<td>Break</td>
<td>3.00pm – 3.30pm</td>
</tr>
<tr>
<td>Class</td>
<td>3.30pm – 5.30pm</td>
</tr>
</tbody>
</table>

Students can attend free activities, such as cooking classes, lectures, yoga and Zumba, sport, games and Conversation Club before or after class.

For more information on our current activities, please visit our Activities webpage at icte.uq.edu.au/myicte/activities.
“I’ll never forget what I obtained and learned through this study abroad. I mean, I learned not only about study but also precious things in my life. All of my experience in Australia broadened my horizons for the future. ICTE, Brisbane and Australia are the best choice ever.

...my lovely friends and host family always supported me sincerely and I could overcome the difficulties. How lucky I am. Words cannot describe how I appreciate what they’ve done for me.”

ICTE English Language student Haruka Nishii, from Japan
Programs

Group Students

Group students come to Australia as part of a study tour. These students are generally grouped within the same geographic area. Group students have fixed arrival and departure dates, and are part of either a customised group program, or an integrated group program.

Students on a customised group program
- Arrive outside of formal session dates.
- Attend classes with only students from their group.
- Have scheduled activities pre-arranged as part of their program.

Students on an integrated group program
- Arrive for the start of formal sessions.
- Attend classes with other ICTE students, according to their level of English.
- Are free to arrange their own activities.

Individual Students (ELICOS)

Most individual students who join the Homestay Program book for an initial period of five weeks, regardless of how long they intend to study at ICTE. This gives the student and the family a chance to get to know one another, and to make sure everyone is happy.

There are very rare occasions where a match-up doesn’t quite work. It might be because of personalities, the location of the house, etc. Keep in mind however, moving to a foreign country to live with a family who does not speak your language can be pretty daunting. Finding the right family fit is the most important part, and homestay families need to be flexible, open and understanding.

Most often though, students thrive in their new family environment and ask to stay on with their homestay family. If your student is happy to stay on, and you are comfortable with an extension, they occur in five-week blocks in consultation with the ICTE Homestay Office.
“My first month was Ramadan in our calendar and that means I have to fast in the day time and eating when the sun sets. Dorothy (my Homestay host) was so flexible on the meal time and she had changed her routine for me.”

ICTE English Language Student Adi Aldhali, from Saudi Arabia
Your Role

The Homestay Program is a wonderful opportunity for international students to be part of an English-speaking family and live in an Australian household. Homestay families help to shape the students’ experience and they are an important part of our UQ team.

Hosting a homestay student can be fun and rewarding for you and your family. As ambassadors for UQ and Australia, we hope that the cultural exchange enriches your family’s life and creates fond and colourful memories.

Your role as a host family is to engage with your student and ensure that they feel welcome and comfortable in your home. Some key responsibilities of a homestay family include:

- Be reliable
- Provide local orientation
- Engage and support
- Communicate with ICTE
- Provide meals

Understanding
Be reliable
• Arrive on time for student pick-ups and drop-offs (as required).

Provide local orientation
• Show your student around the home as well as the local area to help them feel comfortable within their new surroundings.
• Ensure that your student knows how to top-up their Go Card and access public transport to and from the university as well as the local shops.

Engage and support
• Actively engage with your student through day-to-day open communication, advice and guidance.
• Invite your student to family social and cultural activities.

Provide healthy meals
• Prepare healthy and nutritious meals (breakfast and dinner on Mondays to Fridays and breakfast, lunch and dinner on Saturdays and Sundays), and make time to eat together as a family.

Communicate with ICTE
• Stay in touch with the ICTE Homestay Office, informing us of any changes to your circumstances.
• Be proactive and tell us about any issues or concerns you may have about your student.
• Answer emails, phone calls and texts from the Homestay Office promptly.
• Notify the Homestay Office if you will be away and get approval for alternative arrangements regarding your student’s care at least one week in advance.

Understanding
As with every family, there are always nuances in relationships, changing expectations and unplanned events that pop up from time to time. It is important to understand and accept that no two students are the same, with students’ personalities and individual needs differing. As a homestay family, you are expected to do your very best to understand, accept and accommodate student differences.

The FAQs at the back of this handbook give answers to some of the most frequently asked questions about being a homestay family. If you do have any other questions or concerns, our Homestay Office staff are here to help, either during the day or after hours in emergencies.
Preparing for your new family member

As the day of their arrival draws closer, it is important that you and your family take steps to prepare yourselves and get your home ready. Welcoming your new family member will be exciting, but it’s also quite normal to feel a little nervous. Remember, for many of our students it is the first time that they have travelled overseas and they will probably be feeling nervous too.

We encourage you as a host family to send a brief email to your student before arrival, introducing yourselves and including some photographs of family members and pets. This might seem like a small thing, but a friendly email can go a long way to setting the scene for your student, satisfying their curiosity and easing any concerns they or their parents might have about their trip.
Preparation Checklist

- **Introductory email**
  Email your student introducing your family, pets and home, including photos.

- **Student’s accommodation**
  A furnished bedroom, including bed, chair, desk, lighting, bathroom access and storage.

- **Cleaned and tidied**
  Clean and tidy bedroom, with fresh bed linen, sheets, pillow, a quilt cover and a bath towel.

- **Don’t forget the Wi-Fi**
  Wi-Fi access available, with password and data allowance information ready.

- **Meal preparation**
  Meal plan prepared and fridge and pantry stocked with suitable food.

- **Food storage**
  Designated area of both the fridge and pantry for your student to store their own food supplies.

- **Cultural homework**
  Family awareness of your student’s culture.

- **Arrival and departure time confirmation**
  Arrival and departure times confirmed by the Homestay Office.
Room preparation

One of the most essential things for your student will be their accommodation. It is your responsibility to provide your student with their own furnished bedroom, including a bed, desk, chair, adequate lighting, access to a bathroom and space to store their clothing.

Take the time to get your student’s room ready, making sure it has been cleaned, with fresh bed linen, sheets, pillow, a quilt cover and a bath towel.

Meals

As a host family, it will be your job to prepare meals for your student. This includes breakfast and dinner Monday through to Friday, and breakfast, lunch and dinner on weekends.

In preparation, it is important that you plan how this will work best for your family and discuss dinner times with your student.

Further information has been included in the Welcome and orientation section. This will guide the conversation with your student, help you set expectations about meals and give you some insight into their dietary requirements.

Cultural and awareness and sensitivity

While the Homestay Program is primarily a chance for international students to experience Australian culture, it is also a wonderful opportunity for your family to learn about other cultures. As a family preparing for a guest from another country, we encourage you to do some homework about the culture of your student.

Learn a few words or phrases of your student’s language. Read up on the history of your student’s country of origin and be mindful to avoid cultural stereotypes and controversial topics. Learn to pronounce your student’s name correctly. These little things will help you understand the social differences your student may face when arriving and assist in their interaction with you as a family.

Physical contact

Physical contact between two individuals can hold various meanings across different cultures. A hug upon meeting and at departure is considered appropriate but generally it is recommended that physical contact between host and student be limited as it may be misinterpreted. Be sure to share with homestay students what you deem to be appropriate physical contact with your children.
Privacy

Privacy is extremely important, particularly when a student is studying. Please respect your student’s privacy.

Arrivals and departures

Above all else, make sure you are aware of your student’s arrival and departure times and plan to arrive on time.

Group Students

If you are hosting a group student, you will need to provide transport for your student to and from the St Lucia campus on the days of their arrival and departure.

Before arrival, hosts who are hosting students from the same group will be given a list of the names and details of the other homestays, and the names of the students they will be hosting. If you cannot provide transport personally, you should contact a fellow host family on the list to help. Please inform the Homestay Office of any alternative arrangements.

Individual students (ELICOS)

Individual students are usually transferred directly between the homestay and the airport and do not require pick-up. However, in peak periods you may have to provide transport for your student from the St Lucia campus on the days of their arrival and departure.

Breakfast

It is common practice for hosts to ask their student to prepare their own breakfast. As part of their orientation, you will need to show your student where they will find the breakfast food provisions.

Lunch

As lunch is provided on weekends only, you will need to allocate a section of the fridge or pantry so your student can store their food provisions for their weekday lunches.

Dinner

It is recommended to have a set time for dinner each day and to ask your student to let you know before a certain time if they won’t be home for dinner. Evening meals should be nutritious and form part of a well-balanced diet.

Snacks

Please ensure that your student also has access to healthy snacks such as fruit or nuts. It is suggested to allocate snacks on a weekly basis.
Welcome and Orientation

The day of your student’s arrival is important in setting the tone for the rest of their stay. Your student may feel overwhelmed and will probably be tired from their journey.

However, it is also an exciting time of discovery, with no two students alike, and new personalities and cultures to learn. The key is to take your time, be patient, and welcome them into your home with open arms.

Cast your mind back to the overarching values of the Homestay Program, Nurturing, Communicative, Reliable and Flexible. These values set the foundation for your relationship with your new family member and can be used as a practical guide, helping you to break down communication barriers and get to know one another.

Orientation

It is advised that you establish your expectations from the beginning. To help with this, a “Welcome to your homestay” handout has been included in the Resources section at the back of this booklet. Keep in mind though that this handout is not a list of “rules”, it has been written to give you helpful hints for your student, and guidelines that may reflect your expectations. Every family is different so we do recommend that you tailor this specifically to your household. You may also find it useful to help guide the orientation process, showing your student around.

Go slowly as you are taking your student around your home and encourage them to ask questions. Try to use simple language in your explanations and wherever possible show them how to use devices and appliances, like the washing machine, dishwasher, shower, etc.

While the “Welcome to our homestay” handout, includes information on everything from Wi-Fi passwords to insect bites, there are several key elements to talk about in detail as part of this orientation process. These are listed on Pages 20 - 21.
Remember, it takes time
As with any relationship, it takes time to get to know someone. It will be impossible to explain every piece of information on the first day you meet your new student. They too will struggle to absorb everything, in fact, they may struggle just to understand what you are saying.

However, homestay families become an integral part of the life of the students who live with them, developing into much more than just a room and board, but lifelong friends, cultural guides and mentors.

By being open, honest and patient with your communication and expectations, your homestay student will quickly learn to understand the dynamics of how your family works and find their place in your family.

Tips for your students
As part of the orientation process, it is important to help your student understand some of the possible differences between Australia and their home country.

- Toilets are sit-down Western style, with toilet paper to be placed in the toilet and not in the bin. Sanitary napkins can be disposed of in designated bins.
- It is safe to drink tap water.
- If you are unwell, it is advised to see a doctor at a local medical centre, rather than at a hospital.
- Cars drive on the left side of the road and it is the law to wear a seatbelt.
- When crossing the street, look right, then left, then right again.
- Australia is a relatively safe place to travel, by world standards, however it is important to be mindful of your environment, especially when travelling alone at night.
- Remember to hail the bus or it won’t stop for you. When on public buses, the stops may not be announced.
- Australians generally only wash laundry once a week and clothes are usually hung out to dry and not dried in the clothes dryer.
At home

☐ Accommodation

Show your student to their room, explaining that it is their private space and that you will knock before entering. Remember to discuss any expectations around food and drink consumption, cleaning, etc.

☐ Meals, food storage and kitchen access

Breakfast: It is acceptable for hosts to ask their student to make their own breakfast. Discuss breakfast options with your student and give them a variety of choices. Many students will be reluctant to “help themselves” at first, or ask for a specific breakfast food. Please show your student where they can find the breakfast provisions.

Dinner: Evening meals should be nutritious and form part of a well-balanced diet. It is suggested that you have a set time for dinner each day, and to ask your student to let you know before a certain time if they won’t be home for dinner. Don’t forget to check with your student if they would like you to save their meal for when they get home.

Kitchen access: Your student may be unfamiliar with some kitchen or household appliances and may need instructions before use. Clearly state your expectations regarding convenient times for them to cook, where to store their food and cleaning up after themselves.

Food storage: As lunch is provided on weekends only, show your student where they can store their own food in the fridge or pantry for their weekday lunches.

Shopping: It is a good idea to chat with your student about his or her dislikes, or you could take them to the supermarket with you and ask them to point out any foods they may like. It is suggested that you encourage your student to talk to you about meal sizes, as some students may require more vegetables and carbohydrates.

Snacks: Ensure your student also has reasonable access to healthy snacks such as fruit or nuts.

☐ Laundry

Hosts are required to provide students with clean linen and towels once a week. Let your student know when and where they should put their dirty linen and towels for you to wash.

Be understanding if your student needs to wash more frequently as they may have packed lightly.

☐ Housekeeping

Inform your student where to find the vacuum cleaner and any cleaning products they might need to keep their room and bathroom clean and tidy.

☐ Access and key contacts

Provide your student with their own house key, explaining the importance of keeping it safe and how to unlock and lock the door. It is also useful to prepare a card for your student with your name, address and contact number which they can keep in their wallet.
Out of home

☐ Transport

Provide instructions on the available travel options and how to get to and from University and other prominent locations, like the local supermarket. It is recommended that you accompany your student on their first trip to ensure they do not get lost.

☐ Entertainment and recreation

Provide details on local entertainment and recreation activities, which may be of interest.

☐ Getting around the UQ campus

UQnav is a free mobile application that contains searchable maps of UQ’s campuses. Assist your student in finding and installing the application on their mobile device, and explain how it can be used to find lecture theatres, laboratories, school and faculty offices, coffee shops and food.

☐ Late at night

Out late: Explain that you worry about them and they should text you if coming home late.

Staying away overnight: Students over 18 years of age are adults and are free to travel and undertake any activities they wish. While no curfew is required, it is recommended that as a homestay host, you ask students who are taking an overnight trip to provide details of where they will be staying, as well as the names of their friends who will be accompanying them, and their respective homestays.

Cultural Orientation

☐ Toilet hygiene and bathroom use

Explain the bathroom cleaning arrangements and what not to put down the toilet. A useful toilet sign for students with limited English has been included in Resources section and can also be found on the ICTE Homestay Facebook page.

☐ Minimising waste

Explain the importance of not being wasteful when it comes to the use of water, electricity and food. Provide a guide to limiting the length of showers due to water shortages.

☐ Safety

Provide a basic outline of safety in Australia, for example, not getting into cars with strangers, being vigilant when out late at night and what to do in an emergency. Further information on safety has been provided in the Student Welfare section.

☐ Dairy products and spoilage

It should be noted that Australian dairy products, unlike many countries overseas, are generally not UHT and spoil quickly, particularly when left unrefrigerated.

☐ Wildlife and insect awareness

Australia is renowned for its “creepy crawlies”. Explain that most are harmless, but if they are concerned they can ask you to remove them.
Getting to Know Each Other

Once the excitement of the first day has passed and your homestay student has finally settled in, it will be important to get to know some basic information about them. Communication will be a critical part of a successful and fulfilling homestay experience, breaking down the language barriers for both the family and student.

Keep in mind that sudden immersion in a new culture and language can be confronting, and even scary. As a result, you should expect a certain amount of “shyness” from your student. Try to be supportive, understanding, and comforting during this time. Encourage your student to be open and honest with you about how they are feeling and explain that it is natural for it to take time to feel comfortable in a different environment. Remember to be patient though, as it is easy for English language learners to misinterpret tone and comments said in jest.
Breaking down the barriers

We understand that sometimes it may be hard to communicate with students who have low levels of English. There are many ways to engage and communicate with your student, both formally and casually. For example, a less structured approach may include inviting your student to join you in your regular activities such as walking the dog or watching school sports. Alternatively, games can also be a good way to break the ice and engage students. A selection of games and conversation starters have been included in the Resources section.

Mobile communication

Japanese students often arrive in Australia and are unable to use their mobile phones due to various technical issues. Many Japanese mobile phones are not able to carry a SIM at all, while others operate on a different frequency. Therefore, it is often not a case of just “unlocking” the phone. We recommend that students buy a cheap mobile phone and prepaid Australian SIM card or pocket Wi-Fi. However, this is the student’s choice.

If your student chooses not to get an Australian number, we suggest using an app called “Line” to communicate with your student, as most Japanese students will already have this app installed on their mobile device. The app uses Wi-Fi to send messages.

You can download the free app from the Play Store (for Samsung devices) or the Apple App Store (for Apple devices). Once downloaded, you will need to register your phone number. You may then add your student to your “Friends List” by entering their overseas mobile phone number. You can find their mobile phone number on the student application form we send you along with the student’s arrival details.

Please note that the person you are trying to add may be hidden and your student will need to grant permission for you to be able to contact them on the app. We are aware that this does not solve the problem when students have no access to Wi-Fi, but we hope it can facilitate communication when students do have Wi-Fi access.
Student Welfare

The safety and welfare of our homestay students is of the utmost importance. Although students over 18 years of age are adults and are free to travel and undertake activities if they wish, at times they might need your guidance and advice.

While it is important to provide students with as much independence as they desire, we do ask that homestay hosts exercise a duty of care.

Please discuss the following:

- **Swimming pools**: speak to your student about pool safety and ask if they are a competent swimmer.
- **Cycling or horse riding**: advise your student to wear a helmet at all times.
- **Going out late at night**: check that your student is aware of transport options to get home.
- **Food allergies**: check with your student if they have any allergies they might not have disclosed.
- **Activities**: advise your student to book activities with reputable companies. Our Activities Office is happy to provide advice. You should inform your student that their travel insurance may not cover extreme activities.
- **Alcohol consumption**: excessive drinking is not to be allowed in the homestay.
- **Hydration**: encourage your student to drink plenty of water daily.
- **Sunburn**: encourage students to wear sunscreen and a hat for outdoor activities.
- **Beaches**: inform students of beach rules such as flags, and dangers such as rip currents and rocks.

If you are at all concerned or need advice, please contact the Homestay Office.
Medical information

What should I do if my student is sick?

Students can see a doctor on campus at the UQ Health Service. To make an appointment online, please visit: uq.edu.au/healthservice.

Opening Hours are Monday to Friday 8.30am – 5.00pm.

Should your student need to see a doctor over the weekend please assist them to make an appointment with your local GP. Please keep in mind that your student is an adult, so you can’t force them to seek non-emergency medical attention.

As a precaution though, it is advised that homestay hosts do not administer any medication to students. Please ask the student to speak to a pharmacist or see a doctor.

How will my student pay for medical services?

Student visa holders are required to purchase Overseas Student Health Cover (OSHC) when enrolling at ICTE. Students can see the doctor on campus for free on presentation of their OSHC Card.

Students who are part of a study program of 10 weeks or less arrive on tourist visas and are not required to have OSHC. Your student will need to pay upfront for any medical services in Australia. The students, however, are likely to have purchased travel insurance.

Their policy may allow them to claim back certain medical expenses incurred during their stay. Please remind them to save any tax invoices and receipts.

For any medical emergencies, please call an ambulance and contact the Homestay Office on 0417 712 674 or 0419 435 147.
Student Welfare

Medical conditions and allergies

Any known medical conditions and allergies will be disclosed to host families as part of the booking process. Please keep in mind that your student may be embarrassed about their condition and we suggest that you approach the subject delicately. Students with a serious allergy may carry an Epi-pen. If this is the case, please check with your student where you might find their Epi-pen in the case of an emergency.

Safezone app

UQ SafeZone is an easy-to-use, location-based mobile application that connects staff and students directly with UQ security officers, or emergency services during any type of first aid or emergency situation on UQ campuses (providing the user has mobile phone or Wi-Fi coverage).

The application is freely available to students. Please take the time to help your student install the app and let them know how to activate the app’s “help” feature if they are in an emergency. This will alert UQ Security to their name, phone number and location, enabling help to be dispatched swiftly and efficiently.

Follow the instructions to help your student enter an appropriate email, mobile phone number, password and turn on location tracking.

Safety matters

Adaptors and safety standards

Please bear in mind that the household electricity supply in Australia is 230-250 volts. In comparison, household electricity in countries such as Japan is 110-130 volts, and adaptors and other appliances may pose a safety risk when used in Australia. We recommend you check that your student’s travel adaptors are compliant with industry standards.

Please follow this link to identify compliant and non-compliant chargers: esv.vic.gov.au/pdfs/fact-sheet-usb-chargers

Please look for the Regulatory Compliance Mark. If your student’s adaptor is found to be incompatible, please ask the student to purchase appropriate equipment or provide the student with adaptors and hairdryers which are compliant with Australian Standards.
Frequently asked questions

Do I need special insurance to host students?
As a homestay provider for ICTE, it is a requirement for hosts to have suitable cover for both liability, and contents and building damage. Without the correct insurance cover, hosts could face significant financial cost in the event of damage or injury. In order to remain an active host for ICTE, hosts will need to submit their Certificate of Currency on an annual basis.

Is there a minimum period for homestay students to stay in my home?
The duration of students’ homestay periods vary. Placements can be from eight days to 45 weeks. Students can move in on the Saturday or Sunday before their course commences.

What should my student call me?
As they will be staying in your home, the way in which they address you is completely up to you. You may like to keep things formal, or you may prefer to be on first name terms, or even Mum and Dad.

Is it ok for me to go into my student’s room when they are not there?
As mentioned earlier privacy is incredibly important. Your homestay student’s room should be private to them during their stay, so establishing this level of trust and understanding early is critical. If you are planning on cleaning, or entering the room, you should take the time to let your student know and ensure they are comfortable with it.

Do I need to provide transportation for my student?
It is a requirement for you as a host to provide transport for your student between the St Lucia campus and the homestay on the days of arrival and departure. Occasionally we might ask you to provide students with transport when they have a scheduled excursion and it is known that public transport will be limited, i.e. public holidays.

During the week and on weekends however, students are responsible for getting to campus independently and will need to use public transport. Taking public transport can be a very daunting experience for international students and it’s suggested that hosts provide their students with written instructions on the available travel options to and from the
Bringing the world into your home

It’s also a good idea to take a trip on the bus together, perhaps to the local shops, to help your student familiarise themselves with the route and landmarks.

What should I do if my student is sick?

As outlined in the Student Welfare section, if your homestay student is sick they can see a doctor on campus at the UQ Health Service. To make an appointment online, please visit: http://www.uq.edu.au/healthservice.

Opening Hours are Monday to Friday 8.30am – 5.00pm.

Should your student need to see a doctor over the weekend please assist them to make an appointment with your local GP. Please keep in mind that your student is an adult, and as such cannot be forced to seek non-emergency medical attention.

Should I take my students out on the weekend?

The intention of the Homestay Program is to provide visiting international students with the opportunity to immerse themselves in Australian culture. We ask that students be treated as part of your family and included in family activities, wherever possible.

Is my student allowed to go away for the weekend?

Students over 18 years of age are adults and are free to travel and undertake any activities they wish. While no curfew is required, it is recommended that as a homestay host, you ask students who are taking an overnight trip to provide details of where they will be staying, as well as the names of their friends who will be accompanying them, and their respective homestays.

Is my student allowed to have overnight guests?

As the student is staying in your home, it is up to you to decide if you are comfortable with having an additional overnight guest, take the time to discuss it with your student and negotiate an arrangement that works for you and your family.

My student would like to leave homestay. What do I do?

On rare occasions the student and family match doesn’t quite work. It might be due to personalities, location of the house, etc. If you or your homestay student are having problems with the arrangement, or are in any way concerned, call our ICTE Homestay Office team and we can discuss an appropriate way forward.
I’m having some challenges with my current student. What should I do?

Welcoming an international student into your home can be challenging at times. Occasionally students just do not settle and it is not a reflection on the host family or the student. It is simply a question of personality and what works for one, does not always work for another. Please contact the Homestay Office if you need any advice or guidance. We are also happy to have a chat to your student about their expectations in homestay.

What should I do if my student appears to be struggling to adapt?

Occasionally students will experience difficulties during their stay. If you are feeling in any way worried about your student’s wellbeing please call the Homestay Office immediately. We can arrange for a welfare check by our Student Services Manager. Alternatively, UQ Student Services offers free and confidential counselling services for students and we can arrange access to these services for your student.

My student expects lunch on weekdays. What should I do?

The Homestay Office sends an email reminder to students during the first week regarding the weekday meal arrangements while in homestay. Please ask your student to check their email. If they have not received an email, please let us know. If the issue persists, please refer the matter to the Homestay Office.

Will hosts receive student feedback?

During the first week of a new student’s stay, they are given the opportunity to comment on their experiences in homestay via an online survey. It is our hope that in providing our homestay families with specific feedback and insights from students, we may improve the homestay experience for all involved. Unfortunately, not all students provide host feedback.

Who pays if we go out for a meal?

If you decide to eat out during your student’s stay, it is expected that you will pay for their meal, however you may wish to talk to your student about your budget or reasonable menu items they can order when eating out.
What do I do if I need to go away for a few days?

Ideally, you won’t need to go away during your student’s stay. However, we do understand that sometimes it is unavoidable. Our ICTE Homestay Office will work with you to ensure the best outcome for both you and your student.

At least one homestay host must always be present in the homestay overnight, even if:
• You feel the student is independent enough
• There is another student at home, or
• They appear comfortable with this arrangement.

There are various options available to hosts:
• A family member, family friend or relative who is 21 years or above may stay with your student in the homestay on the proviso that they will provide the same level of care as the original host.
• Your student can be moved to another homestay for the dates you are away.

It is a requirement that you seek approval in advance from the ICTE Homestay Office for any alternative arrangements concerning your student during their stay.
The following lift-out section contains copies of the resource tables and some additional materials you might find helpful. Additional or replacement copies of these can be downloaded from the ICTE website.

ict.e.uq.edu.au
Preparation Checklist

☐ Introductory email
   Email your student introducing your family, pets and home, including photos.

☐ Don’t forget the Wi-Fi
   Wi-Fi access available, with password and data allowance information ready.

☐ Food storage
   Designated area of both the fridge and pantry for your student to store their own food supplies.

☐ Student’s accommodation
   A furnished bedroom, including bed, chair, desk, lighting, bathroom access and storage.

☐ Meal preparation
   Meal plan prepared and fridge and pantry stocked with suitable food.

☐ Cultural homework
   Family awareness of your student’s culture.

☐ Cleaned and tidied
   Clean and tidy bedroom, with fresh bed linen, sheets, pillow, a quilt cover and a bath towel.

☐ Arrival and departure time confirmation
   Arrival and departure dates confirmed by the Homestay Office.

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Preparation Checklist

Preparation Checklist
Welcome to our Homestay

I/We hope that you will have a pleasant stay with us. Please find some tips below to help you settle into homestay life with us. Please come to me if you have any questions.

- You will have your own house key - please keep this safe and lock the door when you leave.
- Please keep a card with our address and mobile phone numbers in your wallet in case of emergency. Please do not keep your key in your wallet.
- Please keep any food or drinks in the fridge or in the kitchen. (I will show you which cupboard you can use.)
- WIFI: Username: .................................................. Password: ..................................................

😊 Please speak to us if there is something wrong. We can’t help you to fix the problem if you don’t tell us. ☹️ If you are happy, we are happy!

Communication

Please save my number as

+61 ............................................................... or
+617 .............................................................. in your mobile.

Please tell me what time you will be home each day.

We can communicate through - Line/Facebook Messenger/WhatsApp/Viber if you do not plan to buy an Australian sim card. If you wish we can take you to buy a cheap mobile phone (for around $30).

This website shows all the free Wi-Fi hotspots in Brisbane


Your room

- Your room is your private space and I will not enter it without your permission.
- You may use the vacuum cleaner whenever you like.
- Please do NOT eat in your bedroom.
- Only water is allowed in your bedroom.
- Please do not keep any food in your bedroom. Food will attract ants and cockroaches.
- Clean sheets and towels are provided weekly.
- Please leave used sheets and towels in the laundry basket and I will wash them.
Transport

To University:

Please take bus ........................................ at .................................................................

from ........................................, Stop on ........................................ street which goes
directly to The University of Queensland.

This will get you there in time for your class start time of .............................

To Home:

Get off in the afternoon at Stop .................
then walk down ........................................ Street to our house in ........................................ Street.

Landmarks to look out for before pressing the bell are .................................................

You can also ask the bus driver to help you find your Stop. You can download the
free app from Translink to help find travel routes.

Go Cards can be used for buses, trains and the City Cat. Touch your card on the disc
until it makes a noise when you get on and off. If you forget to touch off you are
charged $10. It is a good idea to register your card online so that if you lose it you
will not lose the credit gocard.translink.com.au/webtix

Meals

Breakfast is “help yourself”. Please let me know what you like to eat for breakfast.
Lunch is provided on weekends only as per ICTE homestay policy. You may keep
food in the fridge or cupboards. Dinner is at ...................... o’clock.

This is our daily opportunity to get to know each other, practise your English and
have a nice meal together.

• If you will not be home for dinner, please let me know by 4.00pm. Thank you.
• Please do not bring your mobile phone to the table.
• It is appreciated if you bring your plate and glass to the kitchen when you are
finished.
• If you have any food allergies – please tell us.
• If you don’t like the food – please tell us.
• Snacks – please help yourself.
**Bathroom**
- Please help to keep the bathroom and toilet clean and tidy.
- Please only put toilet paper in the toilet.
- All other items should be placed in the bin.

**Environment**
- In Australia, due to water shortages we usually take short showers rather than baths.
- Please limit your shower to 5-7 minutes only. Water Fact: You will save up to 1,000 gallons per month!!
- Please turn the tap off when brushing your teeth.
- Please use half flush button on toilet when possible.

**If you go out please help by:**
- Turning off all lights inside
- Turning off fans/air conditioning

**When home**
- Turn off outside lights

**At night**
- Please turn off your bedroom light when you go to sleep.

**Laundry**
- I will do your clothes washing if you leave it in the laundry basket.
- If you prefer to do it yourself, I will show how to use the washing machine.
- Please ensure you wash a full load and not just a few items, and empty the machine when the cycle is finished.

**Shopping**
The nearest local shops are: .............................................................
The largest shopping centre is ............................................................

**Entertainment**
You are welcome to watch anything on TV in the house or play a DVD.
Late at night
• We worry about you! Please message us if you will be home late.
• Please do not slam doors.
• Please limit use of hairdryer late at night.
• If you are scared of the dark please tell me and I will arrange a night light.
• If you wish to Skype with your family late at night please use headphones.

Insects
• There are several common insects in Australia but they are mainly harmless.
• Geckos are good housemates as they eat mosquitos, flies and moths. They will not hurt you but if you hurt them their tail may fall off.
• Ants, cockroaches, spiders - please do not be scared if you see one! I will remove it for you.
• Remember that if you eat in your room ants will come to eat the crumbs.
Emergency contact and medical information

Name ..............................................................., DOB ...................................................

Host’s Name ...........................................................................................................................

Phone #1 ........................................................................ Phone #2 .......................................

Address ..................................................................................................................................

Parent’s/Guardian’s Name ......................................................................................................

Phone #1 ........................................................................ Phone #2 .......................................

Address ..................................................................................................................................

Alternative emergency contact

Additional emergency contact ..................................................................................................

Phone #1 ........................................................................ Phone #2 .......................................

Address ..................................................................................................................................

Emergency contact and medical information

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Phone #1 ........................................................................ Phone #2 .......................................

Address ..................................................................................................................................
<table>
<thead>
<tr>
<th>Question</th>
<th>Question</th>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>How many people are in your family?</td>
<td>What is your favourite thing about someone in your family?</td>
<td>If you had to describe yourself using three words, what would they be?</td>
</tr>
<tr>
<td>If you were an animal, what would you be?</td>
<td>Who is your favourite super hero?</td>
<td>What is your favourite ice-cream flavour?</td>
</tr>
<tr>
<td>What is the weirdest thing you have ever eaten?</td>
<td>If you could have an endless supply of any food, what would you get?</td>
<td>What is one food you’d never want to taste again?</td>
</tr>
<tr>
<td>Are you a morning or night person?</td>
<td>What is your favourite hobby?</td>
<td>What is your dream job?</td>
</tr>
<tr>
<td>You’ve been given access to a time machine. Where and when would you travel to?</td>
<td>What is one item that you really should throw away, but probably never will?</td>
<td>What award would you love to win and for what achievement?</td>
</tr>
</tbody>
</table>
Breaking the ice

Getting to know your guest is a vital part of being a host. Sometimes it can be difficult knowing where to start. A great way to help people open up is to ask them fun questions that allow them to express their personality or interesting things about themselves. Here is a simple list of 15 questions that you can ask them and they can ask you in order to make them feel more like part of the family.

These questions are fun and non-threatening, many of them ask about family, food, interests and goals. These are all excellent starting points when getting to know someone.

Make it a game

You can turn this list of questions into a fun memory game for the whole family. Simply cut out the squares and shuffle them, placing them in the middle of the circle.

• The first player draws a card and asks the whole group what their answer is and keeps the card.
• The next player takes a card and does the same, and so on until exhausting the pile and ensuring each person has drawn and asked an equal number of questions.
• Once everyone has an equal number of cards the first player must attempt to remember each person’s answer to the questions they asked.
• Tally up how many they got right to find the winner.