



HOMESTAY FAMILY GUIDELINES



Contact Details

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Police Vetting

Every member of the household over the age of 18 must pass a New Zealand Police Check. This is a paper exercise and does not involve the police visiting the home. All information relating to the police check is confidential and only available to Lake Panorama Student Homestays Limited (LPSH).

On Arrival

When you first meet your student, be open and direct with them. Encourage them to talk about their family, country and schooling. Discuss any differences with them. Encourage them to make new friends by joining sports teams, cultural groups, the gym, community groups or pursuing hobbies etc.

The First Few Weeks

LPSH will contact you in the first week to ensure everything is okay and to answer any questions or deal with any concerns you may have. It often takes between 2-4 weeks for everyone to relax into daily routines.

During this period of “settling in” the standard notice period does not apply. Wherever possible we try to give 1 - 2 weeks, but sometimes this is not possible. Culture shock can last a matter of days or up to three months. Please be patient with your student.

Your student will be given an orientation and introductory booklet. It is essential for you to sit down with them in the first few days and go through this together. Keep it simple when talking with your student. Translation apps are a great help i.e. google translate.

Payments

LPSH pays host family living expenses fortnightly on Wednesdays. There is a payment schedule available to identify when fortnightly payments are made, and the period that each payment covers. This schedule is available on the LPSH mobile APP.

As a Homestay family you will need to provide us with current bank account details and keep us updated with any changes.

Homestay Payment Covers

- Three meals per day, plus snacks
- Laundry services
- Single room with Bedding, Desk/Chair/Desk lamp, Rubbish bin & Laundry basket
(*This bedroom must be inside the family home, Caravans, Cabins and Sleepouts are not an acceptable*)
- Usual toiletries (toilet paper, hand soap), students provide their own Haircare, Skincare, Dental care and Sanitary products.

Please DO NOT enter into direct payment situations, lend money or act as guarantor for your student.

Placement Definitions

Short Term Placements:

1. Single Placement One student per homestay
2. Double Placement Two students per homestays
3. Triple Placement Three students per homestays

Short Term groups students may share a bedroom, they must have separate beds.

Long Term Placements:

You can host more than one long term student at once, these students must have their own bedroom and you can not host multiple students of the same nationality.

We cannot accept the following as any form of bed

1. Mattress on the floor
2. Air Bed
3. Camp Stretcher
4. Fold Out Couch Beds

Holiday Arrangements

Full weekly payments will be paid during School Term Holiday Breaks.

Christmas Holiday Period -\$50 per week will be paid out on return of the student if they return to your home after the Holiday Period.

If you are planning a holiday outside of the Auckland area and your student is coming along with you please inform LPSH as soon as possible. We need to attain permission from the student's natural parents and school. We ask that you invite your student and make them aware of the costs for any planned activities.

- All activities (e.g. Theme parks, Swimming pools, Zoo or Cinema etc.), the student must pay for.
- We require you to pay for the students Food and Accommodation for the duration of the holiday, as the homestay payment covers this. South Island or overseas holidays are a case by case exception.

If your student declines the offer to join the holiday, you will need to advise LPSH with at least two weeks' notice, so we can arrange a temporary homestay for the duration you are away.

Please inform LPSH if you or your student is going away. No student can stay in the home without adult supervision, even if they are 18 or older, while they are in homestay. Female students cannot stay in a home overnight if the host mother is away overnight.

Damage, Unpaid Bills

Normal wear and tear is inevitable - if in doubt contact LPSH.

We advise you to inform your insurance company that you are hosting international students, so your coverage is adequate.

Telephone

Most students now use a Skype, Viber, Weibo, Line, WeChat or Facebook Messenger. If they do not use a mobile phone, please check that they have a calling card and that they are not charging calls to your phone account. In the past toll bars were suggested but in recent years this has mostly become unnecessary.

Discuss the time difference with your student and come to an arrangement that you can both live with. It is reasonable to set limits, e.g. no calls in after 9.30-10.00pm—although this may vary from home to home.

Make sure they know that calls to a mobile from your land lines are chargeable.

Occasionally a student leaves the country without admitting or paying for overseas calls. We advise that you check with your telephone supplier for an account balance before they leave. LPSH is not responsible or liable for any shortfall that is incurred.

Most homes now have “**call waiting**”, make sure your student knows how to use it.

Internet

Students now expect to have wireless broadband which they can access from their computer or smart phone. Mostly host families have unlimited but if you have limited internet please restrict the download of movies or music as this uses up a lot of your monthly allowance. We do not recommend that you let your student use your personal computer. The majority of students now have laptops which they bring with them. Encourage them not to “live in their rooms.”

We recommend that there is no internet use after 10.30 - 11.00pm on a school night. If excessive internet use becomes a problem, please call LPSH.

Going out

If your student is under 18 years old, it is up to your own family’s policy, however in most cases they should be home by 6.00pm on school nights and 9.00 – 10.00 pm Friday and Saturday. We expect that you will treat the student as you would expect your own children to be treated if the roles were reversed. The host family must decide on the **time which a student must be home**. Ask your student to leave a contact name and number with you and estimated time of return. If you are not home, teach them how to leave a note with the details on it. If your student has activities after school—please ensure they can get home safely.

NO STUDENTS Allowed to walk the streets at night.

The host family must know where their student is at all times. Ask your student for their mobile number or if they do not have one, then one of their friend’s mobile numbers.

Participation in Family Life

Where possible, invite your student to join in with your family activities. A student can pay their own way on outings with the family i.e. to the cinema, zoo etc. (unless you choose otherwise). Explain to them from the outset what the cost will be to them. Willingness to join in with family varies from student to student. Encouragement is the key. Students must ask for your permission before they invite a friend over to stay the night.

If you go out for a family meal, you are liable to pay for the student's meal.

Study

A student's prime purpose in coming to New Zealand is to study and learn English.

Please let LPSH know if there are problems.

Parent Teacher Conferences

These are not compulsory for host families to attend, but LPSH strongly encourages you to attend Parent Teacher Conferences for your International Student.

Food/Meals

Teach your student to help themselves to make breakfast and lunch and clean up after themselves. (Many Asian students prefer noodles for breakfast). Be clear about meal times reminding them they should be home Sunday to Thursday between 5.30-6.00pm. Some students will have a meal out with their friends on Friday and Saturday. Find out what food is preferred and what can't be eaten (for religious, cultural or medical reasons). LPSH is not always informed before a student arrives of special food requirements. If this is a problem, please get in contact with LPSH.

Insist that your student notifies you if they are not going to be home for family meals. Have a time set that your student has to phone in by e.g. 3.00 or 4.00pm – especially during the weekend.

It is a good idea to take your student grocery shopping a few times when they first arrive. They will recognize things they like.

Health

All students have medical insurance. Some schools arrange their own medical insurance. Please check with LPSH if you have any queries about doctor/hospital visits and prescriptions charges. Some students will bring numerous vitamins and medicines from their home country. Be careful recommending medicines – there may be risks if students mix traditional and western medication. The school has access to a nurse for non-urgent conditions. Usually the student will refer themselves to this service. The school also have a trained full-time Guidance Counselor for students who are sad or homesick.

Smoking

It is illegal in New Zealand to sell cigarettes and tobacco products to persons aged under 18.

If a student does smoke, please let us know so that we can work with the school and help the student to quit.

Drinking/Drugs

Drinking alcohol under the age of 18 is illegal in New Zealand. Drug-taking is also illegal.

In the unlikely event that this arouses your suspicions please inform LPSH immediately.

Bathroom

Bathroom and toilet habits can be very different. Some cultures will stand on the toilet seat for hygiene rather than sit, and in some countries toilet paper is not flushed as their systems are not able to cope with this.

Women from many other cultures do not use tampons. Explain to them your disposal system for used sanitary items. Please use pink sanitary items disposal sheet to aid this discussion.

Don't take it for granted that they know how to use and do things.

Showering

Show them how to work your shower and where to hang their towels. Some students will hang their wet towels and underwear in the wardrobe.

Long showers are common – When your student first arrives; explain that you wish them to have 5-10-minute showers only. Another way is to have a timer in the bathroom.

Students buy their own sanitary items and medication – you are responsible for providing toilet paper and hand soap.

Bedrooms/Bedding

Your student may not be familiar with how to use a western bed. Some students come from hot countries where sheets and blankets are not used. Others are accustomed to futon mats on the floor. Show your student the sheets/blankets/duvet – pull the bed open and show them how to get in. Help them when changing the sheets and pillow cases for the first few times.

Heating

Students from tropical countries will feel very cold in New Zealand. Advise them to wear more underclothes or woolen jumpers in preference to sweatshirts. Encourage your student to join the family in the living room for at least part of every evening where it will be warm. Have extra bedding and a hot water bottle available. (Show them where to find the hot water bottle and how to use it). If they are using an electric blanket, teach them how to turn it on and off.

When using heaters in bedrooms – it is your responsibility to clearly explain safety and use of the heater (i.e. do not leave the heater on overnight).

Transport

We always ask that you take your student to and from school on the first day. Please help your student familiarise themselves with the buses and trains. Obtain a timetable from the bus company and ensure your student understands how to use it and show them.

Vehicles

Students are **NOT** permitted to drive or own a vehicle in New Zealand. If you suspect your student is driving, please advise LPSH immediately.

Moving On

Sometimes things just don't work out. Please don't give up or feel hurt if we move a student. It is better to part in a friendly manner. We try to give two weeks' notice when we move a student, but sometimes this is not possible. Any over payment of homestay fees must be reimbursed to LPSH within 5 working days.

Contacting Us

Please notify us immediately if there is a conflict or difficulty between you and your student. Every effort will be made to resolve the situation.

LPSH office is open Monday to Friday from 8:30am to 5:30pm.
Our office number +64 9 836 1277 is available 24 hours for emergencies.

We are here to assist you.

Suggestions for those first few days

Please spend some time each evening in the student's first week going through the following questions with them. If their English is good enough you should give the question sheet to the student and let them ask you the questions, if not then use the questions as discussion points and work through them. Aim to work through one section each night.

Many of the words and ideas in this questionnaire may be new to the student. It may be a good idea to allow your student time to go through the main questions with a bi-lingual dictionary before you begin.

Day One

1. What do I call you?
2. When can I telephone my family?
3. When can I use the internet?
4. How do I get to and from school?
5. What happens after school?
6. What family rules and procedures do I need to know about?
7. Where can I keep my toiletries?
8. When is the best time for me to have a shower and use the bathroom, in the morning or in the evening?
9. How long may I stay in the shower?

Day Two

1. What is the procedure about dirty clothes? Where do I keep them until wash days?
2. Should I wash my own underclothes?
3. Where should I dry any clothes I wash?
4. Where do I put my clothes to be ironed?
5. What time are meals?
6. What would you like me to do at mealtimes? For example:
 - Set the table?
 - Clear the table?
 - Wash up?
 - Dry up?
7. Which food and drink may I help myself to?
8. Which food and drink must I ask first before having?

Day Three

1. What chores am I expected to do daily? For example:
 - Make my bed?
 - Keep my room tidy?
 - Leave the bathroom clean and tidy?
2. Which bathroom toiletries can I use (shampoo, toothpaste)?
3. Which areas of the home are private (For example: parent's bedroom, study, sewing room)?
4. Where can I store my suitcases?
5. What time should I get up on weekday mornings?
6. What time should I get up on weekends and holidays?
7. What time should I go to bed and turn the lights out on weekdays and weekends?
8. Do I have to ask if I go out?
9. What dates are the birthdays of my host family?

Day Four

1. What is the address for incoming mail?
2. What are my host father's likes and dislikes?
3. What are my host mother's likes and dislikes?
4. What are my host brothers and sisters likes and dislikes?
5. How do I get around?
6. May I use the stereo, television and DVD player?
7. Do you expect me to telephone if I am going to be late home?
 - From school?
 - From any other outing?
8. What arrangements are there for making lunch
 - On a school day?
 - At the weekends?

Day Five

1. If I have any problems, who would you like me to go to?
2. May I put pictures and posters on walls in my bedroom?
3. May I rearrange my bedroom?
4. When can I have friends to stay overnight?
5. When can I invite friends around in the day? (Not opposite sex if parents not there).
6. When can my friends phone me?
7. Is there anything else you would like me to know?