



HOMESTAY HANDBOOK



Learning to Soar



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Thank you for choosing to become a homestay family for St John's Grammar School and opening up your home and your hearts to our international students.

The Homestay Program is an integral part of our School's International Student Program. Students are hosted for the duration of their program with welcoming families, often one of the highlights of their stay in Australia.

Hosting an international student means they will become a member of your family. As a homestay, it is your responsibility to provide them with a safe, supportive and welcoming home environment. You will support them, while we will support you - and this Homestay Handbook is just one of the ways we do that.

This handbook provides you with information to ensure a successful homestay experience for everyone involved.

Homestay Program

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Involvement in the Homestay Program offers a range of benefits to your family, including:

- Developing lasting friendships with the student and their family.
- Encouraging families to do things together.
- Learning about another culture's customs and traditions.
- Encouraging families to explore their own state and country.
- Learning another language for interest or future travel.
- Socialising with other families hosting international students.



Role of the Homestay Coordinator

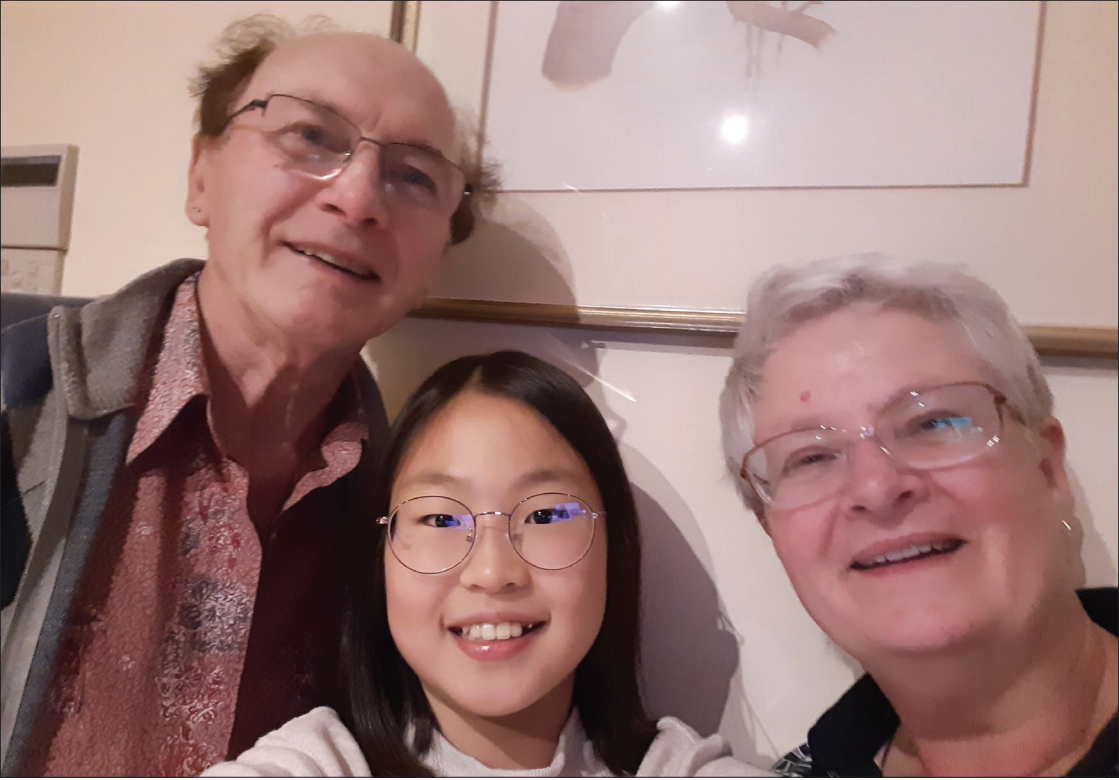
- St John's Grammar is responsible for the student's accommodation arrangements, support and general welfare during their stay.
- The homestay coordinator is the first point of call for any concerns you or your student has with attendance, academic performance, general welfare and accommodation issues.
- The homestay coordinator recruit and accredit homestay families to provide a home environment supportive of an international student's emotional, social and educational development.
- Support services provided to homestay families include:
 - Access to the 24 hour emergency phone service.
 - Ongoing support from the team.
 - Invitations to Homestay activities and events.

Role of the agent

The agent is an advocate for the student and their parents. Most students are represented by an agent.

The agent assists with communication on behalf of the student/natural parents to and from St John's Grammar with applications, payments, school and homestay issues, and school reports.





Expectations

It is not important whether you have children of your own or not, or if your children live at home or away. All types of families are welcome to apply.



With some forward planning you can orientate your student to your household routine to get them settled in more quickly, avoid some common misunderstandings, and ensure a safe environment for everyone.

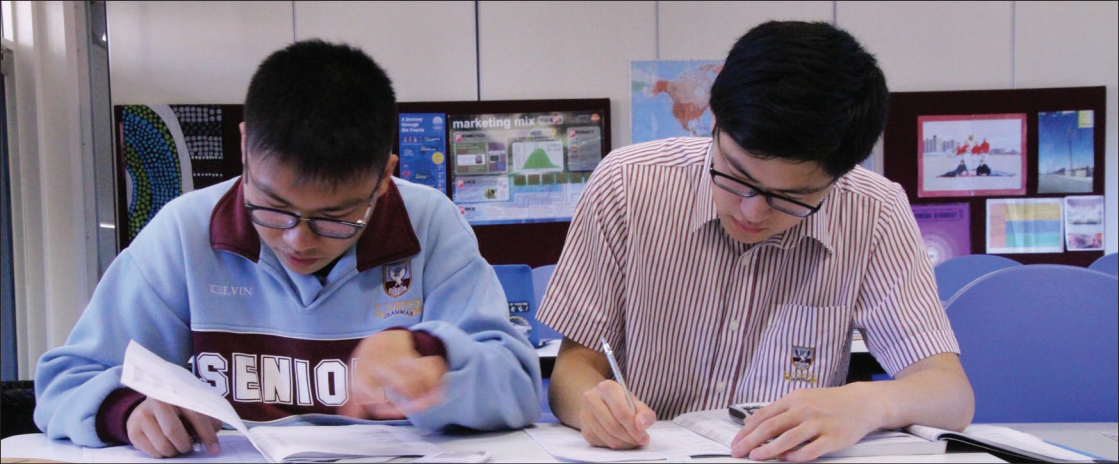
Once you become a homestay, you are expected to maintain the standards set, and:

- Comply with the Terms and Conditions for Homestay Providers
- Meet with the school's homestay coordinator regarding your student's welfare as required
- Where possible, attend homestay meetings and information/networking sessions run by the school
- Ensure compliance with relevant laws (for example, Child Protection, home fire safety)
- Know what to do in an emergency or 'critical incident'
- Agree to visits by the school to check the welfare arrangements and facilities you provide to students.

If you fail to comply with Homestay Program Terms and Conditions, the school may revoke your status as an approved homestay provider.

Students in homestay accommodation are living away from their families and home country, sometimes for the first time.

Naturally, this can be challenging for them, particularly if they speak limited English and may be too shy to tell you if they don't understand how your household operates, or if something is wrong.



Duty of Care

You must ensure that your student is appropriately supervised at all times. The level of supervision required will vary depending on the age and maturity of your student. You must:

- Accept responsibility for students during out of school hours and provide supervision appropriate to the age of students as would be reasonably expected of parents;
- Nurture, support and assist where required or requested, appropriate to the age of students;
- Support your student in their studies;
- Respond and report to school any suspicion of abuse and/or neglect of students;
- Ensure family members and visitors are respectful towards your students;
- Comply with legislation governing the use of alcohol, drugs and smoking in relation to minors, safety and generally acceptable social practice
- Ensure students do not have access to literature, websites, movies and other materials that are not deemed appropriate for their age;
- Monitor your student's social and recreational activities;
- Ensure students do not move in or out of your home without approval;
- Only permit your student to stay away overnight or undertake any non-routine travel or activity if your student has school approval;
- Not allow your student to be unsupervised overnight;
- Organise another 'live-in' care giver (with approval by school) if/when you are away from the home overnight;
- Never leave your student to supervise younger children, even for a short time; and
- Immediately advise us if you have any concerns for your student's health, safety or wellbeing.

International students are often learning a new way of social behaviour. To reduce embarrassment or offence, ask your student about their home practices.



Respecting privacy and cultural differences

As a homestay provider you have undertaken to:

- Acknowledge the significance of culture, customs, language and beliefs in the lives of international students and accommodate these within your family's life.
- Respect students' right to privacy while realising the need for a balance between isolation and being part of the family group.
- Ensure that family members and visitors are respectful towards your international student and abide by legislation governing the use of alcohol and smoking in relation to minors, safety and generally acceptable social practices (refer Section 6: Expectations of International Students in a Homestay –Australian and South Australian laws, for more information).
- Show sincere interest in the cultural background of the student, incorporating aspects of this, where practical, into family life.
- Respond positively to the cultural differences and beliefs of students by allowing them to continue familiar cultural practices without prejudice.
- Provide a nutritional selection of food for meals that allow the student some flexibility for choice if the cultural differences of food appear too great at times.
- Supervise bathroom conduct and laundering of clothes with understanding and patience (if relevant) because of the diversity of cultural differences in personal hygiene practices between Australian and some overseas cultures.
- Use pictures or write down information about home rules to help the student remember. It is helpful if they are also written in the student's language.

It is important to show respect (but not necessarily agreement) for their actions, especially if it is an accepted part of their culture. Personal habits may differ as well. The student may be used to taking long showers, using the telephone frequently late at night or having frequent snacks. Their manners may be more, or less, formal than those of your family.

Expectations involving these habits and behaviours need to be discussed and negotiated when they become apparent.

Innes National



There are likely to be some surprises. When things happen that you don't understand or are irritating, it may be due to a misunderstanding, miscommunication or cultural differences. It is important to discuss any concerns with your student.

The following examples highlight some of the cultural misunderstandings that can occur:

- You may need to show your student how to use the sheets on the bed and where to hang their wet towels as this may not be obvious to them.
- Homestay students can be shy about someone else washing their underwear so show them where they can wash and dry their own if necessary.
- Some overseas bathrooms are designed to drain large quantities of water very quickly. Explain to your student how Australian baths and showers work to prevent water damage to your floors and carpets.
- In some cultures it is considered disrespectful or rude to make eye contact with the person you are speaking to. If your student does not look at you during a conversation it could be a sign of respectfulness toward you. You should explain to them that the opposite is true in Australia.
- Pointing with one finger at a person or object is thought to be rude in many countries. Avoid offence by using your whole hand to point out people or things.





Communication

Your international student has been encouraged to:

- Ask people what they said or what they mean, if they do not understand what is being said.
- Ask their homestay family to correct them when they say something incorrectly, as this will help them improve their English.

Be aware of the language difficulties. If your student does not understand an explanation you believe to be clear try showing them instead. Using electronic translators, diagrams or written instructions are also helpful.

In some cultures students will say 'yes' when they do not understand or mean 'no' to avoid embarrassment. If they say 'maybe' this is usually closer to 'no' than to 'yes'. Your student may try to give the answer they think will please you, rather than what they really want.

Try to communicate as simply and directly as possible.

- 'Did you put your washing in the laundry?' is easier to understand than 'Didn't you put your washing in the laundry?'
- 'Have you finished your homework?' is easier to understand than 'You've finished your homework, haven't you?'

Try saying it differently or write it down if your student does not initially understand.

Food

Homestay families are not expected to serve the food of the student's country; however, a sudden change of diet can contribute to homesickness and/or physical illness. A survey of international students indicated that it took some time for students, particularly Asian students to accept/enjoy the 'Australian tastes'.

Asian diets and eating habits

Most students are from Asian cultures and their food requirements and style of eating differs greatly from Australian culture.

Large amounts of the following food is eaten and supplemented by meat and seafood:

- Vegetables – steamed or stir fried
- Rice and noodles – commonly form part of all daily meals
- Eggs – scrambled, omelette, hard boiled
- Fruit – served at the end of a meal.

Fast cooking methods such as deep or stir-frying and steaming is preferred.

Less common in Asian diets are:

- Bread and dairy products
- Baked foods
- Salads and raw vegetables.

You will be informed of any dietary concerns that have been disclosed.

Most students will be familiar with fast food chains, but it is not recommended that this makes up a large part of their diet.

At meal times students may be used to food being served buffet style in the centre of the table and chopsticks or a fork and spoon are used to eat with. Serving food buffet style in your home allows your student to try new foods in small amounts, without the embarrassment of leaving uneaten food on their plate.

Some students may have difficulty with a knife and fork so, if possible, offer a spoon, fork and chopsticks. Many Asian students may want to go to Chinatown with friends after school as this style of eating out together at an earlier time is familiar to them.

Please refer to the recipes on pages 40 - 44 for easy, Asian-style recipe ideas.





Helping your student adjust to food in Australia.

Students from other cultures, not just Asian, may also require time to adapt to the style of eating in Australia.

To help them:

- Cook extra portions of recognisable foods for your student's school lunches (pasta is similar to noodles and is generally popular with Asian students)
- Encourage your student to cook. It can be an excellent cultural experience for your family.
- Go shopping with them in Chinatown and the Central Market. Your student will feel they are contributing to family life.

Please note that there can be confusion around 'use by' and 'best before' dates, especially when food has come out of the freezer and therefore appears to be a long way out of date.

Electricity and water use

The homestay fee allows for reasonable use of utilities such as electricity and water. International students may be unaware of the cost of water and electricity and will be accustomed to central heating systems which run all winter. Students may need reminding to turn off all electrical equipment. Discuss the need to conserve resources with your student as the situation in their home country may be different. As a guide, the International Student Orientation Handbook asks students to be careful with water and to limit showers to 3-5 minutes.

Student visa conditions

Students from overseas who are studying for longer than 1 term will have a student visa issued by the Department of Home Affairs. This visa has important conditions attached to it. To ensure you have the same information as your student the conditions presented to the student are set out below. Non-compliance with any of these conditions can result in a report being made to Department of Home Affairs which may affect the student's visa.



Student visa conditions

Visa Condition No 8105 – Work

- I may not work in Australia until I have begun my course.
- I am only permitted to work up to 40 hours per fortnight during the school term.

Visa Condition No 8202 – Attendance

- I must maintain full time enrolment.
- I must remain enrolled in a registered course.
- I must maintain satisfactory attendance in my classes.

Visa Condition No 8202 – Academic Performance

- I must maintain satisfactory course progress.
- I am not permitted to repeat a course more than once.

Visa Condition No 8202 – In School Behaviour

- Suspension for inappropriate behaviour will affect my attendance record and course progress.

Visa Condition No 8303 – Out of School Behaviour

- I must not be involved in activities that are disruptive to, or in violence threaten harm to, the Australian community or group within the Australian community.
- I must behave in an acceptable manner at all times.

- Visa Condition No 8501 – Health Insurance
- I must maintain adequate arrangements for health insurance while in Australia.

Visa Condition No 8516 – Satisfying requirements of Student Visa

- I must continue to satisfy the requirements for grant of my student visa, including having sufficient financial capacity to support my study and stay in Australia.

Visa Condition No 8532 – Accommodation Arrangements

If I am under 18 I must stay either:

- In approved accommodation
- With my parent/s
- With a suitable relative.
- I must not change arrangements without approval from St John's Grammar School

Visa Condition No 8533 – Changing Education Provider

- I am not permitted to change education provider (St John's Grammar School) until I have completed 6 months of my course of study.
- Visa Condition No 8533 – Residential Address
- I must notify St John's Grammar of my residential address and any change of address within 7 days if my accommodation has not been arranged by the School.

Homestay arrangements – Costs and charges

Full board

You will be aware of the homestay fee and informed of the payment arrangements before your student arrives. Contact the homestay coordinator if you have any queries regarding this.

Homestay families are advised to contact their Centrelink Officer and/or the Australian Tax Office if they have questions about implications of homestay fees on Centrelink benefits or taxation.

Full board in a single or shared room includes:

- All meals
- Bed linen, blankets or quilts
- Adequate heating/cooling (e.g. a heater for winter and fan for summer)
- Adequate lighting (e.g. natural lighting is required and a study lamp if needed)
- Bedroom furniture such as bed, mattress, wardrobe and study desk
- Electricity and water
- Laundry
- Internet

The cleaning of the student's room is negotiated between the homestay family and student. International students should be encouraged to help with small household chores and treat your home with care.

Student's use of all facilities is negotiated with the homestay family.

Payment arrangements

St John's Grammar pay homestay families directly via electronic funds transfers. All payments are calculated from the day of arrival and are paid fortnightly (1 week in arrears and 1 week in advance).

Room holding fee

Students who travel without their homestay family are advised that a holding fee is required to be paid if they will be away from their homestay for more than 1 week. The holding fee ensures the student continues to have sole occupancy of the room and provides security for their possessions.

Room holding fees do not apply to short term study students.

Care during holidays/fill-in homestays

If you are going away and your international student is not accompanying you, please contact the homestay coordinator as soon as possible to discuss the intended temporary care arrangements.



The school must be informed at least 4 weeks prior (where possible) that you will be absent from the home.

A fill-in homestay may stay in your home while you are away to ensure the least amount of disruption to the international student(s) and their studies. Your nominated fill-in homestay should be an adult over the age of 25 who you trust to be in your home and with the care of your international student(s) and have a valid working with children check.

The agent and the student's family will be informed of the temporary arrangements.





Pre arrival

Prior to the arrival of your student, there are many things you can do to prepare your home and family to ensure a smooth start.



Communicate with your student before they arrive

If you have the chance, it is good to connect with your student and their family before they arrive. An introduction email may include information about you and your family and some details about your local area. Doing this removes some of the uncertainty the student might feel about moving to a new 'home.'

Prepare your home

Cleanliness is a very important factor, and a welcoming and regularly cleaned environment will influence how you and your home are perceived. Once your student has settled in, involve them in cleaning their room. Remember to demonstrate and clearly explain each task so they know what to do.

As a homestay provider, you must provide your student with accommodation including:

- A clean, appropriately furnished and warm/cool bedroom for their sole use.
- A safe and welcoming environment that will encourage students to experience life as a member of the family.
- Study facilities including a desk, a chair, and adequate lighting (natural light in student bedrooms is required);
- Kitchen, bathroom and laundry facilities;
- Three meals each day and reasonable access to snacks. Meals should be nutritious and in accordance with your student's dietary, medical and cultural needs;
- Household facilities/appliances that comply with Government legislation regarding safety standards;
- An orientation within the family home explaining the use of facilities, appliances and security. This must include household protocols and safety rules about access and the use of shared facilities such as swimming pools, internet, mealtimes, visitors and bedtimes;
- Simple written information about home rules to help students remember; and
- Any keys, alarm codes or passwords required for your student to have free access to the homestay residence.

Helping your International Student settle in

Before arrival

Every culture is unique so it is helpful to learn a little about your student's customs and practices to understand if there are any differences that might cause a misunderstanding. This way you'll know if there's anything you need to explain in more detail when you introduce the student to your home.

Prepare your family and household members.

Discussing your student's arrival with your family enables them to anticipate changes to their usual routine. It is important that everyone knows the behaviour expected of them, their role in making the student feel at home, and what to do if things go wrong.

Plan how to introduce your pets

If you have pets then you may need to adapt their routine too, as many cultures are not used to animals living indoors. It's a good idea to introduce your pets slowly and monitor them while they adjust to the new person in your home.





Settling In

There are so many ways to get to know your student and help them to feel comfortable in their home away from home.

Culture shock

Cultural adjustment or 'culture shock' can occur when an international student becomes overwhelmed by the differences of living in an unfamiliar culture, from eating unfamiliar food, to speaking a different language. The symptoms can be physical (sleep disturbances, eating problems, frequent illnesses), and psychological (severe homesickness, loneliness, boredom, isolation, hostility and withdrawal).

As a homestay host you can help by looking out for these signs and providing an understanding and supportive home environment. For example, you may notice your student is spending a lot of time alone in their room or has stopped talking at mealtimes. Encourage them to take part in family activities and ask them to talk about their day, and if there is anything they need help with.

During their school orientation program students are given strategies to cope with culture shock. However, if they continue to experience difficulties you should contact the homestay coordinator.

Arrival

Students will be transported to your home at an agreed time. Your student is likely to be exhausted, excited and anxious about arriving in a new country and therefore may be reserved and quiet initially.

Some students will want to rest whereas others will want to tour the house and meet family members. It is best not to plan any major activities. Encourage your international student to make contact with their family to reassure them of their safe arrival.



Acclimatisation

Be aware that the weather your student has just left is likely to be different to that in Australia so they may feel the heat or cold quite acutely. Heating and cooling systems in their home country may vary greatly to your home. As Australian summers are intense and dry explain the importance of drinking water and being sun smart.

Students can feel unwell from travel, food and stress when they arrive. Check with them regularly as they may be too embarrassed or shy to tell you. If you or the student is worried, seek medical advice.

Essentials

Your international student will need your help with:

- Record all homestay contact details in their mobile phone
- Ensuring their valuables and passport are kept safe
- Organising wifi access
- School orientation
- Safe transport to and from school

Banking

The School will have banking arrangements in place when they arrive. Student will require their passport to open an account. ATM cards will be sent to the home shortly after students arrive. Under no circumstances should homestay family members borrow money from international students. You are also strongly discouraged from lending money to your student other than in exceptional circumstances. No large amounts of money should be kept in student bedrooms.

Care of valuables

Ask your international student if they have brought valuables with them. If so, discuss appropriate security measures to keep their valuables safe, such as putting equipment out of sight, locking house doors and windows and, if necessary, taking out insurance on their valuables.

Insurance

Your home and contents insurance policy may not cover international students staying in your home, so please check this with your insurance provider. Students and their families are responsible for insuring any valuable items they bring with them or buy in Australia. All international students travelling on a student visa must have Overseas Student Health Cover (OSHC) for the duration of their stay here. When accessing medical treatment the student pays for the service and then applies for a refund for all or part of this expense depending on the service provided. St John's Grammar staff can assist with this.

It is important to note that not all medical expenses are covered by OSHC. Telephone, SIM card, mobile phone

Generally, students bring their mobile phones with them and the school will help them to buy an Australian SIM card.

Please do not open a mobile phone plan in your name for a student.

Computer and internet

Students will require a computer for homework and to contact their family. If they have not brought a laptop with them, they may have purchased a device through the school.

Students require access to the internet and this service is covered by their homestay fees. Homestay families are advised to compare internet service provider products and prices. Check the terms and conditions carefully, especially the contract length and the amount of downloads available.

School orientation

Orientation details are provided to the student prior to their arrival. Orientation is usually held prior to the first day of school at the beginning of the school term. Please check the time students are required to attend plus any other requirements for the day. Homestays are invited, but not expected to attend orientation meetings with their international students.

Students will be fitted for their uniform at orientation.





Intercultural Understanding

Prior to your student's arrival it is a good idea to do some research about the country your student is from. This will help you to gain a better understanding of your student's cultural background and assist with establishing a positive relationship more quickly.

Settling in

In the early days your student may suffer from homesickness. They may feel tired, confused, frustrated, lonely and sad, or a combination of these. Providing support and understanding will assist your student to adjust to their new environment.

Homesickness/adjustment disorder

It is inevitable that students will experience homesickness and/or adjustment disorder, which may not occur immediately and can be triggered by certain events such as birthdays or mealtimes. Food is one of the most frequently mentioned problems of adjustment.

Reassure them that their feelings are normal and encourage them to talk and contact their family. Planning weekend activities will give something exciting to look forward to.

If you are concerned about your student's wellbeing as they adjust to a new home and new schooling system please make contact with the Homestay Coordinator. They can assist with advice on further action or support for your student. You are also welcome to contact the International Student Services team at school. If you have significant concerns after hours please contact the emergency phone number.

Get to know your student

Your student may have brought with them some photos of their family, home, pets, friends and hobbies. If they are happy to share, take the time to talk with them over their photos as this is a great way to get to know them.

Give your student time to adjust

Being part of your family will involve respecting your rules and routines and joining in family activities. This will all be new to your student so remember to give them time to adjust to your expectations as things in their home country could be quite different. A few written rules may help.

Encourage your student to try new foods!

It is important that your student try new foods, however, it is also a good idea to stock some foods that will be more familiar to them. An occasional trip to a restaurant serving more familiar cuisine can also help to relieve homesickness.

What's for lunch?

Lunches can be tricky, particularly if your student is from a culture that enjoys a large hot, midday meal. One of the easiest ways to tackle this challenge is to occasionally plan dinners that can be easily packed for lunch the next day, such as spring rolls, stir fry or sushi. And make sure they have a water bottle to take to school to keep hydrated!

Manners, manners, manners!

It is a sign of respect to use manners in Australia, however, do not be alarmed if your student exhibits behaviours that you would consider bad manners e.g.... sniffing loudly or slurping noodles. Gently explain to them what is acceptable in Australia

and always remember that some of our habits may equally alarm them!

Assisting with their English

Many students worry about their level of English when they first arrive. Encourage your student to practice their English with everyone. They need to understand that it is fine to make mistakes and if they need to spend quiet time in their room away from the pressure of thinking and speaking in English, that is OK too.

Communication and conversations

Slowing down your speech and enunciating clearly is a great start to helping your student understand what you are saying. But this may not be enough! Also consider carefully the words you use and how you phrase them. And keep in mind that different cultural rules may apply to some topics, such as political or religious views, which may be considered private, taboo or perhaps not appropriate for discussion.

Encourage participation!

One of the best ways for your student to settle in and make friends is to get them to join a lunchtime club, school sport or extra-curricular activity. Every school offers different activities such as music bands, coding, debating and sport. Find out what your student is interested in and help them to find out what is out there!

Curfew times and going out

Students are required to comply with standard curfew times while staying with a school approved homestay unless alternatives have been negotiated between the student, homestay, school and natural parents.

Sunday to Thursday

- Years 7 to 10 – no later than 6:00pm, unless for a school-approved extra-curricular activity.
- Years 11 to 12 – no later than 7:00pm, unless for a school-approved extra-curricular activity.

Friday/Saturday and school holidays

- Years 7 to 10 – no later than 9:30pm, unless for a school-approved extra-curricular activity.
- Years 11 to 12 – no later than 10:30pm, unless for a school-approved extra-curricular activity.

If your student is going out they must tell you where they are going, how they are getting there, who they are going with, what they will be doing and the time they will be home. It is expected that they take with them a fully charged mobile phone programmed with your contact numbers and the St John's Grammar Emergency Phone Number (0410 619 958).

It is important that your student can contact you easily. Most prefer to communicate by text message as it is easier to explain in writing than spoken English, especially when they first arrive. It is recommended that homestays have a mobile phone and keep it with them when they or their student is away from home.

Student safety tips

It is essential that your international student understands the need for personal safety when outside the home. Please discuss the following matters with them:

- Avoiding areas of Adelaide which are possibly less safe.
- Avoiding walking down quiet streets, particularly on their own.
- Avoiding catching public transport very late at night
- Travelling in a group rather than on their own
- Avoiding standing at the bus stop or train station for a long period of time for transport
- Carry a bus/train timetable.
- Encouraging them to call you if they are stuck
- Providing you with their mobile number.



- Carrying their homestay address and contact details at all times.
- Getting to know their friends and keeping their contact details in case of emergencies.

It is a good idea for you to have a phone number for one of the people they are with, or another parent, in case there is a problem with your student's phone and you need to contact them.

Before they go out, please check that your student understands some basic safety rules:

- No matter what time of day, if you're travelling alone be alert to your surroundings. Don't wear headphones as you may not hear what's happening around you.
- Where possible, always travel with a group you know well.
- At night, stay in busy places and avoid dead ends and poorly lit areas.
- Do not go anywhere with strangers or people you have just met.
- Never give your personal information to strangers or people you have just met.
- Make sure you have enough money or travel credit to get home.
- Plan which bus, train or other public transport you will catch, tell your homestay family what time it arrives and what time you will be home. You should also tell your student what to do in the event they are stopped by the Police. In many situations, the Police have the right to ask people for their name and address, so please advise your student that it is an offence to refuse to give this information when asked for it.



End of stay arrangements

On completion of their program, and before leaving, students are required to complete a school exit form, signed by the homestay.

Damage

Students/their parents are responsible for covering costs of any damage caused by the student to the homestay accommodation.

'Damage' does not include normal wear and tear on household items, fixtures and fittings. Dirty marks/stains on carpets or walls are not considered 'damage' other than in exceptional circumstances.

Prior to your student's departure, you are strongly encouraged to check the room with them. If there is any resulting damage to the room caused by your student, you should advise the homestay coordinator immediately.

If the homestay and student are in dispute over settling a claim, the school Homestay Claim Form must be completed and returned to the school.

The school can assist in the settlement of the claim. In these instances, authorisation is required from the school before any repairs are undertaken.

Claims must be lodged within 14 days of the student leaving your home.

Saying goodbye

Create positive memories

As they approach the end of their stay, some students, particularly those who have been in Australia for a long time, can become withdrawn and apprehensive about saying goodbye to their friends, teachers and 'second family.'

There are lots of ways to make this transition easier for them to ensure their last memories of Australia are happy and positive. Some host families create memory books containing mementos, photos and messages, and many give their student a small going-away party.

However, there are also a number of practical tasks your student will appreciate your help with:

- When it's time to pack, explain the maximum luggage allowance and any restrictions on items to be carried in the student's hand luggage
- Assist them to pack and ship any large items via post or courier
- Help with any final arrangements they need to make, for example, closing bank accounts, exchanging leftover currency, or shopping for gifts to take home
- Check you have your student's correct home address and contact details to enable you to forward any belongings and future mail
- On the day of departure, take them to the airport and stay with them until they have checked in and are safely through to the departure area.



Staying in touch

One of the most rewarding things about homestay is the connections and friendships that are made between host families and students from all over the world.

Most like to stay in contact after the homestay ends but please ensure that you and other members of your household maintain the same standard of appropriate and respectful communication expected during the homestay. If in doubt, particularly if you plan to communicate with young children, please seek permission from the school.

Homestay monitoring and future placements

St John's Grammar School and homestays work together to create a safe environment where international students can pursue academic study and personal development.



Health & Wellbeing



The safety and wellbeing of the student in your care is the highest priority for all involved in the Homestay Program.

Health Care

Overseas Student Health Cover (OSHC)

All international students are required to have OSHC. Most students choose health cover arranged through St John's Grammar. Students should receive their card in the first few weeks at school. Students staying for less than 10 weeks may be covered by their travel insurance instead of OSHC.

Their OSHC will cover:

- Treatment by a doctor in hospital, at home or at the doctor's surgery. Explain that some doctors charge above the scheduled fee (i.e. gap payment) which is paid by the student.
- Ambulance, X-rays and blood tests.
- Full public and specified private hospital cover.
- Benefits towards treatment and specified private hospital accommodation.
- Benefits towards some pharmaceutical medicines
- Optometry eye test.

Their OSHC will not cover:

- Prescription medication
- Glasses and contact lenses
- Dental treatment
- Treatment for pre-existing conditions or illnesses for the first 12 months.

Medical treatment

Homestay families are requested to assist international students who need to see a doctor. Students can choose any general practitioner (GP) and optometrist.

In many Asian cultures it is usual to go to hospital when sick. Students should be discouraged from doing this and encouraged to see a GP instead. Your student may need help to make an appointment.

The student needs to pay for any medication that the doctor prescribes. Generally, prescription medicine is not refundable.

Students or the homestay family should phone the OSHC help line number (located on the student's health card) before any elective hospital admission to check any gap payments they may incur. The school can also assist with this.

Safety and wellbeing

Child protection

All adults in the homestay family home are required to undergo a working with children check in order to promote a safe environment for all young people in the home. For more information about the accepted working with children check and requirements, please contact our office.

Overnight stays

Students must negotiate staying away overnight with the homestay parent. The homestay parent may give permission if they are happy with the arrangement and know where and with whom the student will be.

It is unacceptable for your student to contact you and say they will not be returning home that night.

Student holiday periods and travel

The travel conditions for the student visa states that travel can only be approved during school holidays,

unless it is a school excursion or approved study tour.

School welfare and duty of care responsibilities do not allow students to holiday/travel without approved adult supervision (other than on flights).

At least 2 weeks before travelling with or without the homestay family students are required to:

- Discuss their travel plans with the International team before making any bookings
- Gain approval from the school
- Complete the International Student Travel Form available from the school and return it to the school with a detailed itinerary for approved travel.

Cyber safety

Teaching young people to be cyber safe helps them to engage with the online world safely, responsibly and discerningly and can assist in protecting them from online risks. As a homestay parent of international students, your duty of care responsibilities include providing boundaries to ensure your student is safe. You do this when your student leaves your home by checking who they are with, where they are going and what time they will be returning. It is equally as important to put in place boundaries when your student uses the Internet, so that they are better prepared when entering the digital world.



Support

After the initial settling in period with your international student, as your new family member is absorbed into the family, concerns may arise.

Resolving concerns

After the initial settling in period with your international student, a routine of school and weekend activities will be established and you will be more relaxed with each other. However, as your new family member is absorbed into the family concerns may arise.

Common concerns

Some common areas of concern tend to be around:

- Food
- Telephone and computer/internet use
- Water and electricity use
- Going out.

Support for homestay families

The homestay coordinator can support and assist you on a range of issues including:

- Study, attendance, behaviour issues
- Late homestay payments - this can indicate problems with the transfer of funds
- Reinforcing homestay expectations and rules
- Damage caused to the home or facilities in the home

How to resolve concerns

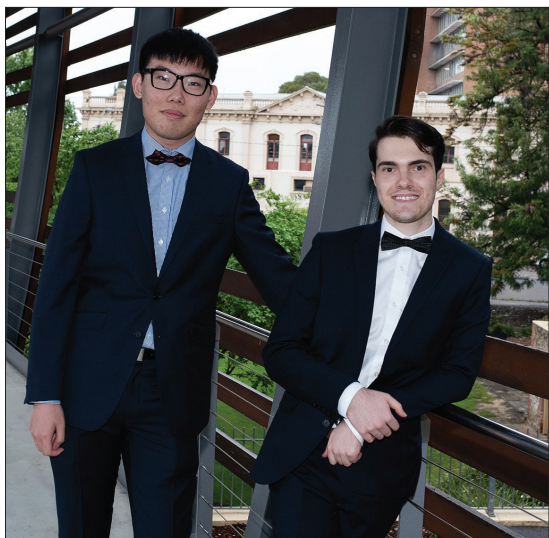
Students are encouraged to speak with the homestay coordinator if there is dispute, discomfort, danger or worry about staying in the homestay accommodation. If the matter is urgent they are advised to call the Emergency Phone number (0410 619 958) so that a representative can help them resolve the situation.

The homestay coordinator is also available to assist both students and homestays in resolving concerns. If the issue cannot be resolved readily it can be referred to the International Student Coordinator. In extreme cases where the issue is still not resolved we may refer the issue the school principal.

Change of homestay

Any change in homestay must be negotiated with and approved by the homestay coordinator. Students may not move until this has occurred. A change of homestay will be arranged in cases where a difficult situation between a student and the homestay cannot be resolved.

The school will notify the Department of Home Affairs on behalf of the student of any change of accommodation and contact details.



Do not take it personally if your student requests a change of homestay, it is not a reflection of your home, family or care for the student. Students frequently ask to move for reasons which seem trivial to us but are important to them.

The homestay coordinator will confirm with you the new arrangements for your student.

If you have a student staying with you, you may withdraw as a homestay host by providing at least four weeks' notice. This gives the school time to make alternative arrangements.

St John's Grammar School may revoke your status as a homestay provider if there is a serious incident, complaint or emergency involving the student. In such circumstances, the school will give you notice that the student will leave your home with immediate effect.

Grievances

In the event of a dispute between you and your student that is unable to be resolved, you must contact the homestay coordinator promptly for assistance to resolve issues. You must also:

- Ensure students have the contact details of the 24 hour emergency phone; and
- Contact the homestay coordinator within 48 hours where there may be damage caused by the student to the home or facilities in the home.

Emergencies

What to do if my student does not return home

There are a number of factors that may be relevant to how worrying this is. The following questions should be considered and may alleviate your worry; they will be asked if you call the emergency number.

- Where was the student going?
- Who were they with?
- When were they expected home?
- Are they answering their mobile phone?
- How old are they?
- How long have they been here?
- Is this out of character?
- Do you have contact details for a friend of your student or another homestay family who might know where your student is?

If there are real concerns for your student's welfare and safety after calling the emergency number it may be necessary to call the police to report your student as a missing person. A person does not have to be missing for 24 hours before being reported.

Accidents or emergencies

Ambulance

Call 000 for an ambulance for any medical emergency.

Emergency medical or dental treatment

- Arrange as necessary
- Inform the school as soon as possible.

Urgent hospital admission

Arrange any urgent admission to hospital and contact the International Student Coordinator on the Emergency Phone Number out of hours. The school will inform the agent/parents.

Thank you again for being a host family of St John's Grammar School. We hope that you have a pleasant journey with your student.





Recipes

Stir Fried Eggs and Tomatoes with Chilli Soy Sauce



Recipe from Taste.com.au

Ingredients

1 vine-ripened tomato
1 long red chilli, seeds
removed (optional),
thinly sliced
1/3 cup (80ml) light
soy sauce
6 eggs, beaten
1 teaspoon sesame oil
4 spring onions, thinly
sliced
1 tablespoon peanut
oil
Coriander sprigs, to
garnish

Instructions

- Cut the tomato in half, scoop out and discard the seeds and juice, then finely chop the flesh. Set aside.
- Mix the sliced chilli and soy sauce in 2 small sauce bowls. Set aside.
- Lightly beat the eggs in a bowl with the sesame oil, half the spring onion, and some salt and pepper to combine.
- Heat a wok over high heat until hot, then add the peanut oil. Once the oil is hot, add the egg mixture and leave for 10 seconds, then use a wooden paddle or spatula to slowly draw the outside of the egg mixture into the centre, allowing the uncooked egg to cook. Cook for 2-3 minutes until the egg is almost set, then scatter with the tomato. Lightly toss once or twice to warm through. (It's important not to allow the tomato to cook for too long, or it will make the eggs too watery).
- Divide the eggs between 2 serving plates. Scatter with the remaining spring onion and the coriander sprigs, then spoon over some chilli soy sauce and serve immediately.
- Serve with rice and Asian greens to max it up into a bigger meal.



Hong Kong Fried Rice

Ingredients

1 carrot, diced
 100g cooked ham, diced
 1/3 cup (50g) frozen peas
 2 eggs, beaten
 3 cups (500g) cooked long-grain rice, rinsed, lumps broken up, and drained
 1 tbsp vegetable oil
 1/2 onion, diced
 150g shelled uncooked prawns, de-veined and diced
 1 tsp salt
 3 tbsp tomato sauce

Instructions

- Bring a small saucepan of water to a boil, add the carrot, and blanch for 2 minutes. Drain and rinse under cold running water. Transfer to a bowl, then add the ham and peas
- Mix the eggs with the cooked rice in a large bowl
- Heat the oil in a wok or large frying pan over medium-high heat, add the onion, and stir-fry for 5–7 minutes until softened.
- Add the prawns and stir-fry for about 2 minutes until just cooked.
- Put in the rice-and-egg mixture, salt, and tomato sauce and stir-fry for 3–4 minutes until the eggs and shrimp are cooked.
- Add the ham and vegetables, toss thoroughly for another 2 minutes and serve!

Slow-Cooker Sticky Chinese Pork

Ingredients

1.8kg boneless pork
shoulder
1 teaspoon five-spice
powder
1/4 cup oil
5 spring onions,
trimmed, halved, plus
extra sliced to serve
10cm piece fresh
ginger, sliced
1 cinnamon stick
4 garlic cloves, bruised
1 cup shao shing
(Chinese rice wine)
1/3 cup light soy sauce
1 cup chicken stock
2 tablespoons brown
sugar
2 tablespoons honey
2 bunches pak choy,
halved lengthways
4 long red chillies,
halved lengthways
Sesame seeds, to serve
Fresh coriander leaves,
to serve
Steamed jasmine rice,
to serve
Lemon wedges, to
serve



Instructions

- Remove string from pork. Remove and discard rind from pork. Rub pork all over with five-spice powder.
- Heat 1 tablespoon oil in a large frying pan over medium-high heat. Add pork. Cook for 4 minutes each side or until browned.
- Combine onion, ginger, cinnamon, garlic, shao shing, 1/4 cup soy sauce, stock and sugar in the base of a 5.5-litre slow cooker. Place pork in slow cooker. Cover. Cook on HIGH for 4 hours 30 minutes or until pork is tender
- Preheat oven to 220C/200C fan-forced. Line a baking tray with baking paper. Transfer pork to prepared tray. Combine honey and remaining soy in a small bowl. Brush pork with half the honey mixture. Bake for 6 to 8 minutes or until sticky, brushing with remaining honey mixture halfway through. Cool for 15 minutes.
- Meanwhile, add pak choy to slow cooker. Cook for 5 minutes or until pak choy is just tender.
- Heat remaining oil in a small frying pan over medium-high heat. Add chillies. Cook, turning occasionally, for 4 minutes or until charred. Remove from heat.

Pork and Chinese Cabbage Dumplings (Jiaozi)

Ingredients

Premade wrappers
(available at most Asian
grocers)

Filling

1kg Chinese cabbage,
finely shredded
500g pork mince
2 eggs
3 tbsp finely chopped
ginger
1 cup scallions or Chi-
nese chive, chopped
1 tbsp salt
5 tbsp light soy sauce
3 tbsp sesame oil



Recipe from The Spruce Eats

Instructions

Filling: Mix salt with cabbage and allow to sit for 15 minutes so salt can draw liquid out of the cabbage. Squeeze out the cabbage either by hand or by putting it in a cloth to remove as much liquid as possible. Mix together with remaining ingredients until everything is well combined, this is often easiest by hand.

Fold: Place 1 teaspoon of the filling onto the centre of the wrapper. Fold over to enclose and crimp edges to seal. Make sure it is sealed tightly otherwise it will brake while boiled.

Cooking

1. Boil: Add dumplings one by one into plenty of boiling water, stir gently to prevent sticky. It will be ready when they filled with air and swollen, and the wrappers become a little bit of transparent. Then scoop out with

a slotted spoon into a plate.

2. Steam: Place dumplings in the boiled water steamer basket, cover the lid and steam for about 8-10 minutes.

Tips

1. When you make the meat filling, stir in one direction to keep the filling taste moist and juicy.
2. If possible, use a pan with a thick, heavy bottom. This is to ensure the even distribution of heat ensuring that every dumpling can be cooked to a similar golden colour. Non-stick pans work better. If not, make sure you use a little extra oil and don't move the dumplings until the bottom part hardens.
4. Coat the basket with a thin layer of oil if you are using a metal steamer to prevent sticking.

Important Contacts

For more information about the Homestay Program contact the School on 08 8278 2233.

*The School office is open
Monday - Friday 8:30am - 4:30pm*

*Secondary School/
Absentees
8278 2233*

*International Student
Coordinator
8278 0244*

*International Student
Services
8278 0293*

*24 Hours Emergency
Contact
0410 619 958 or
0405 446 032*

In the event of an emergency the family should call the 24 hour emergency phone on 0410 619 958 or 0405 446 032. This emergency phone is available 24 hours per day but should be used only for emergencies.



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