

Homestay Guide 2018

Homestay



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All costs are stated in New Zealand dollars.
Information is correct as at the time of publication
but is subject to change.

www.canterbury.ac.nz/life/accommodation

Contents

3 What is a homestay?		
3 What does a Kiwi/ New Zealand family look like?		
4 For homestay hosts		
5 Cultural adjustment		
5 English language practice		
5 Homestay host families' terms and conditions		
	6 International Student Care Ltd (ISC)	
	7 How to apply for a homestay	
	7 Homestay fees and conditions (NZ\$)	
	8 For parents and legal guardians	
	10 For students	
		12 UC Special requirements for U18 students
		13 University break/holiday and travel
		14 For help and advice
		14 UC support services
		14 Official documents and links



Introduction



This guide is designed to provide key information and outline stakeholders' obligations and responsibilities to ensure a suitable and safe homestay living environment.

A stakeholder is a homestay host, a homestay provider, the University of Canterbury, a parent or legal guardian or a student.

What is a homestay?

A homestay is a family who can provide an accommodation opportunity for a student. Students can stay with a homestay family for part or the whole duration of their studies. It is a great way to help new international students to settle in, to learn a new culture, and practice and improve their English at home.

What does a Kiwi/ New Zealand family look like?

There is no typical New Zealand family because each family is unique. However, here are some general facts about New Zealand families.

- A family unit can be made up of two parents or a single parent and children.
- Pets can also be an important member of the family.
- Children are often involved in sports, such as rugby, netball, basketball and football.
- Popular activities families may do together include watching movies, playing board games, playing sports, bike-riding, walking in the park and going to the beach.

Homestay is another word for a home away from home.

‘The idea of a Kiwi family is so different from where I come from. My grandparents and cousins are my family, we have one big extended family.’

Pavithran Devananthan

- Families normally eat three meals a day. Breakfast may include toast, cereal, fruit, and tea and coffee. Lunch can include filled rolls, sandwiches, muffins, and fruit. Dinner menus can vary a lot from family to family, but could include grilled meat, vegetables, salads, casseroles, pasta, stir-fry or roast. Generally the family has dinner together.

For homestay
hosts



The scope of responsibility around homestay depends on the age of the student. There are special requirements for international students who are under 18 years of age.

The homestay hosts/families and provider must ensure that students have a safe and comfortable living environment. The care and responsibilities must align with both the Code of Practice for the Pastoral Care of International Students, and the service level agreements between the University of Canterbury and the homestay provider, International Student Care Ltd (ISC).

Cultural adjustment

Your student may experience culture shock because they have left behind their close family, friends, familiar food, normal routine and the weather they are used to. The degree of culture shock varies from one person to another. Here are some tips you can try to help ease the transition of your student.

- Prepare yourself by learning about the culture of your student. There are many resources available online.
- Provide your student with a friendly welcome. Try greeting them in their language.

‘My Kiwi family are so kind; they took me to Charlestown for a night.’

Chloe Poon

- Encourage your student to stay in regular contact with their family and friends back home.
- Share or exchange ideas around family values, beliefs, cultural norms and practices.
- Offer to cook – or help them cook – a meal from their country.
- Get them involved in community events or visit places with ties to their home country.
- Treat your student as a member of your family, and encourage them to be involved in family celebrations, outings and activities where appropriate.
- Allocate times to do things together to build a connection with your student.
- Involve your student in light household chores, such as setting the dinner table, helping to cook dinner or loading dishes into the dishwasher.

English language practice

One of the key advantages of homestay accommodation is that students can be immersed in an English-speaking home environment. This enables them to engage and get the most conversation practice possible. You can help your student be actively involved and take advantage of this opportunity.

- Be proactive in encouraging your student to participate in conversations, such as talking about their day over dinner.
- Encourage your student to ask lots of questions at home.
- Encourage your student to teach you about their culture.

Homestay host families' terms and conditions

- Disclose accurately and truthfully any information requests by a UC or UC homestay provider pertaining to your suitability as a homestay family.
- Agree to have your name and full contact details disclosed to the homestay student's family and agent (if applicable).
- Agree to a Police check with the results being disclosed to UC.



- Agree for home visits by UC or a UC homestay provider to ensure requirements are met and adhered to.
- Ensure and provide a safe physical and emotional environment for your student.
- Introduce your student and their parent(s) (if applicable) to Christchurch, including a brief tour of the city, shops, activities, transport and places of interest.
- Introduce your student and their parent(s) (if applicable) to your home, including a house tour, explanations of how to use the bathroom, kitchen, the laundry facilities and the daily routine, and the house rules (if applicable) of your household.
- Accommodate no more than four international students in your home.
- Comply with the homestay provider's requirements.
- Comply with UC special requirements for international students under the age of 18 (if applicable).

In addition to terms and conditions above, homestay host families are expected to:

- Be responsible for the day-to-day caring and wellbeing needs of your student.
- Provide a comfortable standard fully furnished room for the student, including clothing storage area (such as drawers and/or wardrobe), desk and study chair, good lighting, adequate heating, access to a telephone, and warm bedding. A mirror and bookcase or shelves are also essential. Provide three meals

‘Living with my homestay has been quite helpful for me as it improved my English and I met many friendly local people!’

Cihong Song

- a day, Monday to Friday, and at weekends (including any takeaways or meals out at the homestay parents' expense).
- Set reasonable family rules and boundaries, and discuss expectations with your student.
- Have an understanding and appreciation of cultural and personality differences, and be responsive to your student's need.
- Ensure safety procedures (what to do if there is an earthquake or fire, emergency contacts and an evacuation plan) and appliances (working smoke alarm and first aid kit) are provided for your student.
- Ensure adequate supervision is provided for your student if you are not there. If you are going away, please organise a plan for your student (eg, who is looking after them, how long you are away for, food and meals, household matters and so on), and discuss it with them before you leave.

- Ensure an appropriate procedure is provided for your student on how to deal with disagreement, conflict and/or complaints at home.
- Direct your student to the UC Health Centre or a local GP for non-urgent medical attention.
- Notify the homestay provider if your student leaves or plans to move out of your home.
- Ensure that UC has up-to-date information of parent addresses and your student's address and contact numbers at all times.
- Contact UC Student Care (during working hours: Mon-Fri, 8.30am-4.30pm) and/or UC Security 0800 823637 after hours), parents/legal guardians and home provider immediately if there is any serious concern around the welfare, health and safety of your student.

International Student Care Ltd (ISC)

ISC is the University of Canterbury's homestay provider. ISC's key role is managing and administrating the homestay host facilities. Here are their terms and conditions.

ISC will:

- Assume responsibility for assessing the suitability of staff responsible for ongoing living arrangements, including carrying out Police vetting of staff, and all adults over 18 years of age who reside at the homestay.
- Establish a support infrastructure, and provide advice and information on best practice, so that homestay 'parents' build their capability to provide high quality service to students.

- Assess the suitability of residential facilities and whether the homestay will provide a physically and emotionally safe environment. Homestays are to be annually inspected by ISC.
- Establish appropriate communication, and collaborate with UC support services (Student Care and Accommodation Services) to maintain ongoing monitoring and care of the student.
- Have welfare and safety policies in place and a clear process for the monitoring and management of any risks of violence, bullying and abuse.
- Not charge, claim or receive any unreasonable or unfair reward from or on behalf of students. Any fees for extra services must be openly disclosed to UC and not declared as a fee charged by or for the benefit of UC.
- Assign designated persons to be responsible for the care and support of the student. This may be the homestay parent and/or ISC Ltd staff member(s). They will be available to the student through a variety of means 24/7.
- Provide to UC (Student Care and Accommodation Services) caregiver(s) full name, current address, telephone number and occupation.
- Inform UC of any change in the person responsible for the care and support of the student or any change in the accommodation arrangements for the student.
- Inform UC Student Care as soon as practicably possible of any of the following:
 - Medical and welfare emergencies.
 - Critical incidents.
 - Poor/low attendance of programme of study.
 - Any change of living arrangements.
 - Student's holiday and travel plans.
- Setting up of a New Zealand bank account, purchase phone card, Sim card, and bus card, if required.
- Transport arrangements for English language testing, if required.
- Health and travel insurance arrangements, if required.
- Interpreter assistance during initial settlement period – up to two weeks, if required.
- Payment arrangements to the host family one month in advance.
- Ongoing support to the host family and yourself as required, including one free change of placement, if necessary.

ISC homestay application, registration process and regulations:

- Applications must be received at least two weeks prior to arrival.
- The first eight weeks is non-refundable and non-transferable.
- You can stay longer than eight weeks by arrangement with your host family and ISC.
- One week's notice must be given to vacate a homestay and 'A Request to Leave Homestay' form completed.
- If you are away from home for five consecutive nights of any course break, up to a maximum of three weeks, or longer by arrangement with the host family, you can pay one-third of your weekly board rate to hold your room. This is known as a retainer. The host family and ISC must both be advised in advance.
- You must not enter into a private arrangement with your homestay (i.e. excluding ISC).
- You must abide by the laws of New Zealand and behavioural standards. Any breach of behavioural standards may result in termination of your stay in the home immediately with no refund.
- You are not permitted to possess any offensive weapons.
- You must not purchase a motor vehicle until you have a legal driving licence in New Zealand.
- ISC is not liable for loss, damage or injury to you or your property (to be enrolled you must purchase adequate insurance).
- ISC is not liable for loss or damage to property or person caused by your actions.
- ISC is not liable for you during the Christmas/New Year period.

ISC will also provide:

- Information of host family to student and family prior to student's arrival in New Zealand.
- Airport pickup and transport the student to host family on arrival. Temporary accommodation may be required for arrivals after 11.00pm. ISC can assist with this.
- Orientation in first language and information on Christchurch including sports clubs, churches, shopping malls, public transport, and banks.

- ISC reserves the right to review and increase the homestay fee each year and invoice you for the additional amount (the fee payable is the fee rate in force on the day you arrive at your homestay in New Zealand).
- Translation of the English version is for information only. The English version is the legal version for any disputes.

How to apply for a homestay

1. Complete an online application form at www.canterbury.ac.nz/life/accommodation/homestay-and-private-board/
2. ISC will issue an invoice for the minimum stay of eight weeks plus the placement fee (NZ\$2,160 + NZ\$330 = NZ\$2,490). This payment must be made prior to arrival unless other arrangements have been made with ISC.
3. ISC will send details of your host family prior to arrival, and make arrangements for your airport pick up.

Homestay fees and conditions (NZ\$)

Please note these costs may change, so confirm the details with us:

Homestay placement and settlement services	\$330.00
Weekly homestay accommodation fee	\$270.00
Additional assistance required after the initial two weeks	\$50.00 per hour
Each placement and settlement after two placements	\$260.00

For more homestay information please contact:

The Directors, International Student Care Ltd.
Brent and Leanne Mora,
36 Ebony Street, Christchurch
Telephone +64 3 360 2394
Email studentcare@xtra.co.nz
Fax +64 3 360 2395
Mobile 027 436 0455

Make new friends as they will help you to better understand New Zealand culture, and make you feel more at home.

For parents and
legal guardians



There are certain requirements that you and your son/daughter must abide by and be aware of. It is very important for you to read and familiarise yourself with the ‘homestay guidelines’ and ‘student guidelines’. It is therefore crucial that you:

- Understand the homestay key requirements, obligations and expectations for your son/daughter.
- Understand that International Student Care Ltd (ISC) is the University’s homestay provider that provide and manage the homestays that have been contracted by them. Communicate with ISC or Accommodation Services for your son/daughter’s homestay arrangements.
- Understand that if your son/daughter is under the age of 18, a homestay is highly recommended for them.
- Know if your son/daughter is 18 years old or over, they are free to choose whether to stay in a private homestay or a homestay managed by ISC.
- Organise and consult directly with private homestays or their agents regarding your son/daughter’s accommodation arrangements if you choose to place them there.
- Complete the Indemnity Accommodation Form, Parental Agreement, and Medical Consent Form prior to your son/daughter’s arrival in New Zealand.

- Understand and comply with all New Zealand rules, pertaining to your son/daughter’s safety, welfare and health.
- Understand and comply with University of Canterbury’s requirements/obligations expected of you and your son/daughter, pertaining to their health, safety and accommodation arrangement.
- Ensure that your son/daughter is in compliance with the New Zealand rules, University of Canterbury and ISC (if applicable) requirements regarding their accommodation arrangement and situation.
- Communicate with your son/daughter’s homestay parent(s), homestay provider (ISC) if you have any concerns about your son/daughter’s safety, health and wellbeing, welfare and accommodation situation.
- Communicate with UC Student Care or UC Security (after hours 5pm-8.30am, Monday-Friday; Weekend-Saturday and Sunday) if you have any serious concerns about your son/daughter’s safety and wellbeing.
- Provide the homestay provider with any information that will assist them with a student’s placement including notification of any health condition that may affect their study or require treatment. Confidential information about the student will be shared and the usual privacy expectations will be maintained by the respective homestay.
- Arrange for indemnity forms to be signed by the student’s parent/legal guardian authorising the student’s placement in the homestay, end of year hand-over of care and travel and holiday plans.
- Inform the homestay provider of any changes that would affect the student’s accommodation arrangements, and collaborate with the homestay parent(s) and homestay provider to address accommodation issues when they arise.
- Provide ongoing pastoral care and support for the student.
- Communicate with the parent or legal guardian of the student, in the event of a medical emergency, critical incident involving the student, any situation where the student is at high risk or has special needs. This can be done where appropriate and in compliance with the principles of the Privacy Act 1993.

The University of Canterbury will:

- Establish communication arrangements with parents/legal guardian for ongoing liaison concerning the student’s academic progress, health and safety, wellbeing, general happiness and adaptation to their new environment.
- Provide parents with information and advice on accommodation options available for your son/daughter prior to their arrival.

Take up a hobby that you wouldn’t be able to do in your own country and socialise with your homestay family.

For students



In compliance with the Code of Practice for the Pastoral care of international students, the University of Canterbury is committed to ensure that the homestay services and delivery meet the needs of students and parents.

Homestay living is a key part of an international student's learning experience, and it should be enjoyable and rewarding. To maximise this opportunity, you must be open and willing to learn about your new family, their culture and trying out new skills and experience.

You will be expected to:

- Be part of the homestay family and take part in family activities and conversations.
- Treat the homestay home as your home by tidying up after yourself, respecting personal and private property and always asking before borrowing or using any items.
- Assist with light household chores, such as setting the dinner table, putting dishes away, and taking the rubbish out, as the rest of the family does. You are not expected to do all the household work!
- Look after your own room and personal belongings. You are responsible for tidying up your own room and bathroom.
- Communicate with your host family if you are late for dinner, staying out late or staying away for the night.
- Be responsible for your own transport to University and back and to any other places. The University may not be within walking distance from your home and your host parent(s) is not obligated to pick you up and drop you off, unless they offer to. You must consult with your host parent(s) if they are planning on buying a car for you. See 'Special requirements for U18 students' on page 12.
- Be responsible to replace or pay for items or any property of the homestay that you break or damage.
- Provide your own personal toiletries such as shampoo/conditioner, soap and toothpaste.
- Consult with your host parents how and what you can get for breakfast. It is normal in New Zealand to make your own breakfast, which means you can take the food (such as cereal, milk, fruits, and/or toasts) out of the kitchen cupboards and fridge and prepare it yourself.
- Not to smoke inside and around the homestay home.
- Not to consume alcohol in the homestay home unless the host parents have approved it.
- Inform your host parent(s) if you have a medical condition, and any medicine you need to take for it.
- Pay for your own medical/dental bills, transport costs, insurance, mobile bills, university fees and personal expenses.
- Consult with your host parents when and how to use the home telephone for international calls or any other calls outside of Christchurch. You are responsible to pay for all your international calls and any other calls to cell phones. It is recommended that you use your own mobile phone for these calls.
- Consult with your host parents when and how to use/access the internet or home computer. Not all homestay families have a computer or access to internet. UC wireless is available on campus.
- Respect and abide by your host family's household rules.

Don't feel bad about being homesick. It is very normal to feel homesick in the first few weeks away from home and there will be others that feel the way you do.



You can expect your homestay family/host to:

- Be warming, welcoming, caring and to treat you as if you were one of their own children.
- Provide a standard fully furnished room including a desk, chair, clothing storage, adequate lighting and heating appliance as well as laundry facilities, a bathroom and enough space to move around.
- Provide a physical and emotional environment where you feel safe and comfortable in.
- Introduce you to the family home and around key places in Christchurch.
- Provide three meals daily Monday-Friday and weekends. Most families have working parents, so it is normal if parents ask you to prepare/pack your own lunch from the food in the kitchen.
- Provide supervision if your host parents are going to be away. You can also expect them to check your whereabouts and who you are with if you are under 18 years of age.
- Discuss with you the household rules and boundaries.
- Ask questions if they are not sure about anything.

- Notify UC or UC's homestay provider (whichever is appropriate) if you are involved in a serious accident or any emergency/critical situation that may impact your health, safety and wellbeing.
- Refer also to the 'Special requirements for U18 students' if applicable (see below).

Bring items that remind you of home and stay in regular contact with your friends and family.

Special requirements for U18 students

These special requirements are expected of you until your 18th birthday. Most requirements will cease while few will remain according to the law of New Zealand.

- You must live in a UC designated accommodation if you are not living with your own parent(s) in New Zealand.
- UC designated accommodation can be one of the following:
 - A homestay family managed by International Student Care Ltd (ISC)- UC homestay provider.

- A designated caregiver – a home of a relative or close family friend of the parents/family approved by UC.
- A fully-catered hall of residence. This type of accommodation is not recommended for students 16 years of age and under.
- You must not consume alcohol at any time or at any event hosted by the homestay family or University of Canterbury. It is against New Zealand law for a person under 18 years of age to purchase alcohol or to enter licensed premises.
- It is against New Zealand law for a person under 18 years of age to purchase cigarettes. Smoking is not permitted inside any public buildings and most homestay parents do not allow smoking in their homes or premises.
- You must not use or consume any illegal drugs or substances at any time. It is prohibited by New Zealand law.
- You must meet with your U18 UC Student Care advisor once a term to discuss any accommodation issue, health and wellbeing, academic progress and to raise any issues
- You must attend classes/lectures, tutorials, labs and all other academic activities required of you by the University. Poor attendance (below 90%) and low academic progress without reasonable justifications may result in a suspension of your study.



- You must disclose any medical condition/ history, medication and/or special needs requirements to UC Student Care and your homestay family.
- You must contact UC Student Care if you are planning to travel out of Christchurch during the academic year (except in a case of an authorised field trip or any academic activities organised by the University). UC Student Care monitors your holiday and travel plans.
- You are not allowed to drive or own a car until you turn 18.
- You are not allowed to sleep over at your friend's house or other's house without the written permission of UC Student Care and your parents.
- You must contact UC Student Care during working hours or UC Security during after hours if you are seriously hurt, involved in an accident or impacted by any critical event.

Laws in New Zealand could be different to those in your home country.

University break/ holiday and travel

Students are expected to only travel out of Christchurch during the University breaks or holidays unless it is part of an organised field trip/research by UC. During UC term/semester times, students are required to attend class regularly.

- Students under 18 years old must discuss their holiday and/or travel plan with the UC Student Care U18 advisor and seek their approval if they are planning to travel out of Christchurch during the University breaks. See 'Special requirements for U18 students' (page 12) for further details.
- Inform parent(s) or agent(s) of your travel and/or holiday plan.

Talk to someone if you are feeling unsafe, homesick, upset, confused or frustrated.

'I have been helping my homestay family with small chores like cleaning the dishes. I used to do this back home, so it just reminds me of home.'

Marsya Zamzam



Leanne and Brent,
International Student Care

For help and advice

If you have an ongoing issue with your homestay family, follow these steps for a resolution.

1. Talk to your homestay parents

Talk to your homestay parents so they know that there is an issue and can address it. Make sure that when you talk to them you clearly explain what the issue is and use a respectful manner. You must talk to your host parents to allow them to address the issue before talking to ISC or UC Student Care.

2. Talk to International Student Care Ltd (ISC)

If the issue is still not resolved then your next step is to talk to ISC or your alternative homestay provider. You can call Brent and Leanne and talk to them about the issue or put it in writing and send it to ISC by email or post. ISC will generally be able to resolve the issue for you. Please remember resolving issues cannot always be done quickly, so give ISC a reasonable time to try resolve the issue before you take further action.

3. Talk to UC Student Care

If the issue is still not resolved after talking to both your homestay parents and ISC, talk to an advisor at UC Student Care and they will do what they can to resolve the issue. If they are unable to, they may refer you to the UC Grievance Coordinator. The UC Grievance Coordinator provides advice, coordinates communication between you and the person involved and communicates with you throughout the formal process of making a complaint. They will try to resolve the issue within four weeks.

UC Grievance Co-ordinator
Email concerns@canterbury.ac.nz
Phone +64 3 369 5592

4. Talk to the New Zealand Qualifications Authority (NZQA)

If your issue has still not been resolved and you feel like your homestay has breached the Code of Practice, talk to NZQA. An example of a breach may be if your homestay is not a safe place to live. NZQA is a government organisation that can provide independent advice or investigate your complaint. It is very unlikely that you will need to go to NZQA as ISC and UC will be able to resolve most issues.

New Zealand Qualifications Authority (NZQA)
Email qadrisk@nzqa.govt.nz
Phone 0800 697 296

UC support services

Accommodation Services

Accommodation Services provides on and off campus accommodation advice, and support.

Level 2, Matariki
(report to Information Desk on Level 1)
Phone +64 3 369 3569
Email accommodation@canterbury.ac.nz
Working hours: 8.30am–5pm; Monday–Friday

UC Student Care

We are your international student support team at the University of Canterbury. We provide care, support, and advice for all our students. We also coordinate and manage the special care for our under 18 year old students.

Parents, legal guardians, homestay hosts, agents and students can contact us for help, questions or any information.

Phone +64 3 369 3388
Email studentcare@canterbury.ac.nz
Working hours: 8.30am–4.30pm;
Monday to Friday.

UC Security

UC Security is the University's emergency and support service. They are open Monday–Sunday, 24 hours.

Phone+64 3 364 2888
Toll free: 0800 823637 (within New Zealand)
Internal UC: 6111

Official documents and links

The Code of Practice

Full details of the Code are available from the New Zealand Qualifications Authority (NZQA) website www.nzqa.govt.nz/providers-partners/education-code-of-practice/

Privacy Act

The Privacy Act 1993 concerns personal information privacy and applies to every governmental body, council, business and individual. If you feel there has been an "interference with privacy" you can speak to the Privacy Officer at the organisation concerned or lodge a complaint with the Office of Privacy Commissioner. For more information on the Act visit www.consumer.org.nz/articles/privacy-law

UC Accommodation Services:

NZ Freephone: 0800 VARSITY (827 748)

T: +64 3 369 3569

E: accommodation@canterbury.ac.nz

University of Canterbury

Te Whare Wānanga o Waitaha

Private Bag 4800

Christchurch 8140

New Zealand

www.canterbury.ac.nz/life/accommodation