



Citipointe Christian College
International

Homestay Handbook

EMERGENCY NUMBER: 0412 304 375

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ABSENCE FROM SCHOOL

If the student is absent from school, the homestay parent should phone the College on **3347 5907 before 9.30 am**.

When the student returns to school, the homestay parent should send a note to the teacher explaining the student's absence.

INTRODUCTION

The College provides an orientation program for the members of a homestay family who have not previously hosted an overseas student of the College. In this process the family receives information on how to prepare for the student's arrival as well as an opportunity to ask questions. All members of the family and anyone else living in the home must be present at orientation.

The College provides the homestay family with a copy of this Homestay Handbook and with information regarding the student including health, interests and accommodation requirements.

The College will seek regular and frequent feedback from the student to ensure that the student is satisfied with the accommodation provided, and will pass on any concerns to the homestay family.

The College will seek regular and frequent feedback from the homestay family to ensure that the family is satisfied with the student's behaviour, and will pass on any concerns to the student and his/her parents.

The College will liaise between the student's family and/or agent and the homestay family as necessary.

STUDENT PROTECTION

PROCEDURES FOR RECRUITING, SELECTING, TRAINING AND MANAGING HOMESTAY HOSTS

Citipointe Christian College International recognises that Risk Management for child protection begins with the recruiting, screening and selection of the right people to serve as homestay hosts, and continues by having consistent procedures in place for all homestay hosts to follow, with adequate management and supervision to ensure they comply with these procedures.

The College, therefore, has a written policy on the selection, supervision and management of homestay hosts.

Selection

Homestay families are chosen from the Church and College community, and usually have children who attend the College. They are selected with regard to the following guidelines:

- The homestay host must be an adult resident in Australia and must provide a stable family environment.
- An adult deemed suitable by the College must provide supervision equivalent to that provided by a parent.
- The family environment must be suitable for the age and gender of the student, and English should be the main language spoken in the home.
- The homestay family will be regular church attendees who will take the student to church with them each week.
- The number of students in a homestay should reflect the facilities available in the home.
- The accommodation and facilities provided by the homestay must meet the College's requirements for a safe and secure environment, and the College must be notified of any changes.
- No student will be placed with a homestay until the accommodation has been inspected and approved.

Screening

It is the policy of the College that all homestay hosts are cleared to work with children:

- All homestay hosts must be holders of current Blue Cards issued by the Commission for Children and Young People and Child Guardian. In addition, every person living with the homestay host who is 18 years or over must be in possession of a current Blue Card. The only exception is where the homestay host is a close relative of the student.
- All homestay hosts must provide the names and contact details of two referees, one preferably their Pastor, and these referees will be contacted to discuss the family's suitability to serve as homestay hosts.

- The College will undertake regular, on at least an annual basis, on-site visits to homestay hosts to view the accommodation offered.

Induction

Citipointe Christian College International has a written orientation process which applies to all homestay hosts and includes procedures for making homestay hosts aware of the legislation on Child Protection and the Code of Behaviour expected of them.

The Induction process includes, but is not limited to, making homestay hosts aware of the protocols for the protection of children, such as matters related to being alone with a child, physical contact, privacy, language, bullying etc.

All members of the homestay family must be present during orientation meetings.

On-going training is provided to homestay hosts during regular home visits and other contact with the Homestay Coordinator.

Blue Cards

- All homestay hosts must have current Blue Cards where required by legislation.
- The College maintains a register of all homestay hosts.
- The College maintains a register of all Blue Card numbers and the dates for renewal.

The College recognises that protecting students from harm and inappropriate behaviour is fundamental to maximising their potential. For this reason the welfare and best interests of the students within the College will always be a primary consideration. We expect our students to show respect to our staff, homestay parents and volunteers and to comply with safe practices, and we expect all staff and homestay hosts to ensure that their behaviour towards and relationships with students reflect proper standards of care for students, and are not unprofessional or unlawful. The College will respond diligently to a report of suspected or actual harm, or risk of harm to a student.

What does the College mean by harm?

Queensland legislation defines harm as any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing. It is immaterial how the harm is caused. Harm can be caused by:

- Physical abuse
- Psychological abuse
- Emotional abuse
- Neglect
- Sexual abuse or exploitation

How does the College protect students from harm?

The College has a comprehensive Student Protection Policy. This covers the actions to be taken if a member of staff, a homestay parent or a parent of the school becomes aware of, or reasonably suspects that a student has been harmed by other staff, people outside the school or by other students.

What to do if you become aware or reasonably suspect that harm has been caused to a student of the school by a member of staff, a homestay host or someone outside of the school or by other students.

You are encouraged to report your concerns to the Homestay Coordinator, the Head of International, a Student Protection Contact Officer, the Headmaster or to any other member of the teaching staff.

What will happen next?

If you report your concerns to a member of staff other than the Headmaster, the member of staff must report it to the Headmaster immediately. Or if the subject of the complaint is the Headmaster then the member of staff must report to the Chairman of the College Board.

What will the Headmaster or the Chairman of the Board do?

If the Headmaster or Chairman of the Board receives a report of harm or suspected harm to a student of the College, and he/she becomes aware of the harm/sexual abuse having been caused or reasonably

suspects the harm to have been caused then it will be reported to the relevant State Authorities handling child protection issues. Conversely, the matter may be dealt with internally if the matter does not require mandatory reporting to an outside body.

What about confidentiality?

Your report will be treated in a confidential manner and with respect. Knowledge of it will be limited to the Headmaster and those directly involved. The Chairman of the College Board may also need to be informed. It is the College's policy that confidentiality between the College and notifiers will be respected as much as possible and any concerns raised will not rebound adversely on their children.

Each person who has access to information regarding suspected or disclosed harm has an obligation to observe appropriate confidentiality. However, the College is unable to promise absolute confidentiality since the steps of the Policy will require disclosing, internally and externally, certain details involved in responding to the report. State Authorities can compel people to give evidence about actions under the Policy and to produce documents. You would be fully informed if information you provided were to be passed on to a third party.

Any action which needed to be taken under staff disciplinary procedures as a result of an allegation not requiring police intervention would be handled confidentiality within the College.

How will the College help my homestay student?

The Headmaster will ensure that the following things are done to reduce the chance of harm occurring:

- Ensure that each staff member understands and fulfils their obligations under this Policy and the Policy for reporting abuse;
- Ensure that there are acceptable references for each staff member engaged since the commencement of this protocol, from his or her previous employers;
- Ensure that each staff member, volunteer and homestay host who has contact with students has a current positive suitability notice issued by the Commissioner for Children and Young People and Child Guardian;
- Ensure the students of the College understand the policy is in place and are encouraged to report any inappropriate behaviours.

If the Headmaster receives a report of harm to your student, he/she will support the student by:

- Responding rapidly and diligently to the report;
- Reassuring the student;
- Protecting the student's confidentiality as much as possible;
- Offering continuous support; and
- Arranging counselling if requested/required.

What should I do if I require more information?

The College's complete Student Protection Policy is available at the College administration. Homestay parents and students may have access to this policy at any time.

RISK MANAGEMENT FOR STUDENT PROTECTION

It is the goal of Citipointe Christian College International to create safe environments for homestay students and an environment in which they can successfully pursue their academic careers and personal development. The College strives to create a safe and friendly environment for homestay students. The College believes all homestay students have the right to feel safe, be listened to, be involved in decisions that affect them, have their cultural values respected, not be unjustly discriminated against on the basis of their status, activities or beliefs, and have their best interests considered. The College acknowledges that homestay students are unique and valued individuals who deserve to be treated with care and respect. We are committed to promoting and protecting the security, safety and wellbeing of homestay students under our protection.

Aims, objectives and strategies

The purpose of this Risk Management Policy for Child Protection is to:

- promote the wellbeing of homestay students and to protect them from harm;
- assist Citipointe Christian College International to deliver a quality service to the young people in its care;
- reduce the risk of harm to homestay students through written policies and procedures, including information and training, for all staff and volunteers involved with the College.

DEFINITIONS

Guardian of a child means a person who is recognised in law as having all the duties, powers, responsibilities and authority relating to the child that, by law, parents have relating to their children.

Homestay Provider is the school or person arranging the homestay student's accommodation.

Homestay Host is the volunteer or paid family who cares for the homestay student in their home. It includes visitors to the homestay family.

Homestay Student is the child or young person staying in the home of the homestay host.

A *child* is a person under the age of 18 years.

Who must comply with the Risk Management Child Protection Policy?

The Risk Management Child Protection Policy applies to:

- College staff
- Homestay hosts
- Residents of homestay host homes
- Homestay students
- Visitors to homestay host homes

Note: College staff must also comply with Citipointe's Risk Management and other policies.

Breaches

Suspected breaches will be dealt with by investigation and reporting to relevant authorities where necessary (refer to the Citipointe Christian College Child Protection Policy and, in particular, the section on Reporting Harm or Abuse);

Penalties for breaches will be enforced in accordance with the Code of Conduct. Penalties might include:

- Advising the homestay host that they are in breach of their agreement and therefore can no longer work with the College
- Penalties might be more capacity building than punitive and may involve further training, conditions and controls to prevent harm

CODE OF CONDUCT FOR INTERACTING WITH CHILDREN AND YOUNG PEOPLE

Values and principles

The Core Values of Citipointe Christian College are:

- Uncompromisingly Christian values
- High quality education
- Academic rigour
- College pride
- Caring environment

The central principles informing the conduct of all staff, volunteers and homestay hosts are:

- We are committed to the security, safety and wellbeing of students
- We are committed to treating students with care and respect
- We are committed to acting professionally towards students in all circumstances
- Any form of abuse, neglect or exploitation of a student is unacceptable

Who must comply with this Code of Conduct?

This Code of Conduct applies to all paid staff and volunteers, homestay hosts and their visitors, homestay students, other students, and all other homestay stakeholders.

Related documents

The Code of Conduct should be read in relation to the following:

- Citipointe Christian College Student Protection Policy
- Citipointe Christian College Privacy Policy
- Citipointe Christian College Grievance/Complaints Procedures
- Citipointe Christian College Recruitment and Selection Policy
- Citipointe Christian College Anti-Discrimination Policy
- Citipointe Christian College Risk Management Policy

These documents are available at Grace House reception.

Standards expected

The College will uphold the following principles under this Policy:

- Protecting students from harm and the risk of harm is fundamental to maximising their personal and academic potential.
- The College recognises that people who are subjected to abuse are harmed by it.
- At the College, the welfare and best interests of the student will always be a primary consideration.
- The College expects students to show respect to homestay hosts and to comply with safe practices.
- Homestay hosts must ensure that their behaviour towards and relationships with students reflect proper standards of care for students, and are not unlawful.
- Homestay hosts are expected to reflect the highest standards of care in their behaviour towards and relationships with homestay students.
- Homestay hosts must not under any circumstances engage in physical or emotional abuse or engage in sexual contact of any nature with a homestay student. It is irrelevant whether the conduct is consensual or non-consensual, or condoned by parents or caregivers. The age of the student is also irrelevant.
- Sexual acts by a homestay host with a student will always be sexual abuse.
- The College will respond diligently to a report of suspected or actual harm, or risk of harm to a student.
- Reprisals against students or others making a complaint will not be tolerated.
- Student management practices will be administered with respect and in a manner which maintains the student's dignity.
- The College will act fairly and reasonably towards a homestay host who is the subject of allegations of improper conduct.
- The College will support a homestay host who is the subject of a proven false allegation of causing harm to a student.
- Anybody within the College who becomes aware or reasonably suspects that a student is being harmed must report it to the College in accordance with the College Procedures for Reporting Harm.
- The College will take appropriate action against homestay hosts who harm others.
- The College will not permit people to serve as homestay hosts if the College believes on the basis of all information available that, if the allegations against them were wholly or partly true, there would be an unacceptable risk that others might be harmed.
- The College will cooperate with state authorities in resolving allegations of harm.

Breaches of the Code of Conduct

Where a homestay host breaches the Code of Conduct, this may result in the termination of their homestay contract. Failure to behave lawfully may result in criminal proceedings.

POLICIES AND PROCEDURES FOR HANDLING DISCLOSURES OR SUSPICIONS OF HARM, INCLUDING REPORTING GUIDELINES

What is harm?

Harm is any detrimental effect of a significant nature on the student's physical, psychological or emotional wellbeing. It is immaterial how the harm is caused. Harm can be caused by:

- Physical, psychological or emotional abuse or neglect;
- Sexual abuse or exploitation.

Suspicion of harm

- You have reasonable grounds to suspect harm if:
- A child or young person tells you they have been harmed
- Someone else, for example another child, a parent, or staff member, tells you that harm has occurred or is likely to occur
- A child or young person tells you they know of someone who has been harmed (it is possible they may be referring to themselves)
- You are concerned at significant changes in the behaviour of a child or young person, or the presence of new unexplained and suspicious injuries, or
- You see the harm happening.

Disclosures of harm may sound like:

- "I think I saw ..."
- "Somebody told me that ..."
- "Just think you should know ..."
- "I'm not sure what I want you to do, but ..."

Any disclosure of harm is important and must be acted upon, regardless of whether:

- The harm to a child or young person has been caused by a person from within or outside your home, or
- The child or young person disclosing the harm to you is from within or outside your home.

What to do when a disclosure is made

- Don't panic
- Find a private place to talk
- Listen
- Believe the person, and
- Don't ask leading questions.

It is not your role to investigate allegations of harm. Only ask enough questions to confirm the need to report the matter to the Homestay Coordinator.

Procedures for reporting harm

Homestay hosts should report any disclosure or suspicion of harm to the Homestay Coordinator. The Homestay Coordinator will follow the reporting procedures as set down in the Citipointe Christian College Risk Management Policy.

RISK MANAGEMENT FOR HOMESTAY

A risk is anything that can cause harm, either physically, psychologically or emotionally. It could be caused by a faulty piece of equipment, or leaving homestay students alone in a car park while they wait for a lift from a friend.

One way to identify risks is to consider what you would do when a homestay student enters your home or joins in an activity. What would you warn them about or keep them away from?

What are the potential opportunities for harm in your home? How might harm occur? Why might harm occur? When could harm occur?

Example:

- *Who is the homestay student with, where are they, is this situation known to you?*
- *Insufficient communication and language barriers*
- *Students getting lost*
- *Abuse (extortion by other students, bullying, families extorting students, sexual abuse)*
- *Neglect (leaving the student isolated, students not being provided with enough food or a choice of food)*
- *Communication breakdown or cultural misunderstandings*
- *Boyfriends/girlfriends, partners of homestay hosts*
- *Risk of drowning at the beach or pool*
- *Lack of supervision during weekends and holidays when homestay hosts are at work*

Risk management for high risk activities

Homestay hosts must minimise risks as much as possible. Where an activity is high risk and risks cannot be minimised, it is preferable to avoid the activity. Examples of high risk activities are:

- Sleepovers. The Commission for Children and Young People and Child Guardian has advised that the incidence of sexual abuse is much higher when children and young people sleep away from home.
- Going into the city without supervision. The Queensland Police has advised that culture-specific gangs are active in Brisbane city, and that they target overseas students to conscript and/or extort.
- Unsupervised weekend/holiday away from the homestay.
- Travelling in a car being driven by an inexperienced driver such as another student.

Self-protective behaviours for homestay hosts

- When talking to your homestay student, be cautious of never being alone in a closed room e.g. bathroom, bedroom.
- Insist that the student spends free time in public areas of the house, not alone in his/her bedroom.
- The student's privacy should be respected by all members of the family when in the bathroom or bedroom.
- Avoid close physical contact with a student when alone e.g. hugging.
- Never personally search a student or his/her property.
- If responding to a crisis, advise the Homestay Coordinator immediately.

Strategies for communication and support

Citipointe Christian College International's Risk Management Strategy for Child Protection is publicised in the Homestay Handbook in order to provide access to the Strategy to all stakeholders within the Homestay Program. The College demonstrates its commitment to providing information and training on how to identify risks of harm and disclosures of suspicions of harm to all stakeholders by:

- providing orientation for families and students involved in the Homestay Program
- providing regular training for all homestay hosts
- providing a copy of the Homestay Handbook to all homestay hosts and homestay students

Agreement to comply with the Risk Management Strategy

It is a breach of Citipointe Christian College International's Risk Management Strategy for any person to whom this strategy applies to have been found to have:

- done anything contrary to the policies referred to within the Strategy
- breached the Code of Conduct
- failed to follow the policies and procedures for the protection, safety and welfare of children
- engaged in child abuse.

Below is a copy of the statement you have signed during orientation. Please sign it again and keep it for your records.

I/We _____

have read the following documents:

- Statement of Commitment to the safety and wellbeing of children and the protection of children from harm
- Plan for managing breaches of the Risk Management Strategy
- Code of Conduct for interacting with children and young people in the homestay industry
- Procedures for recruiting, selecting, training and managing homestay hosts
- Policies and procedures for handling disclosures or suspicions of harm, including reporting guidelines
- Policies and procedures for compliance with Part 6 of the Act (this relates to Blue Cards)
- Risk management for homestay
- Strategies for communication and support.

Having read these documents, I understand Citipointe Christian College International's commitment to maintaining a safe, friendly environment for children and young people. I agree to uphold the Child Protection Policy and Code of Conduct, and to follow the guidelines and procedures outlined. I will work to contribute positively to the growth and development of the young people in my care.

Signed: _____ Date: _____

Signed: _____ Date: _____

Signed: _____ Date: _____

Signed: _____ Date: _____

COLLEGE WELFARE AND ACCOMMODATION POLICY

Visa condition 8532 requires that under 18 year old students maintain suitable accommodation, support and general welfare arrangements. Under 18 year old students may stay with a parent or suitable relative or, if this is not possible, they may stay in accommodation approved by their education provider.

It is a policy at Citipointe Christian College and Citipointe College International that students over 18 will likewise maintain approved and supervised accommodation during the duration of the studies in the College. To maintain suitable arrangements for welfare, the options for welfare and accommodation at the College are that a student must stay in Australia with:

- a parent or legal custodian or
- a relative who has been nominated by parents. This must be an arrangement approved by the Department of Immigration and generally applies to blood relatives; The College Homestay Co-ordinator may still visit the family to ensure adequate supervision and suitability for study. All other non-relative members of the household over 18 must hold Blue Cards
- a family friend/custodian who is aged over 21 and is of good character. This arrangement must be approved by the College. A Confirmation of Accommodation Approval (CAAW), known as a Welfare Letter, is required from the College and has Accommodation and Approval fees and Welfare fees associated with the arrangement. All other members of the household over 18 must hold Blue Cards
- College Homestay accommodation with support and general welfare arrangements that have been approved by the College. See Homestay Policy below.

If welfare arrangements are approved by the College, the student must not travel to Australia until welfare arrangements are due to commence. All travel within Australia during holiday periods must be approved by the College.

Note: A student/family must not change any of these arrangements without the written approval of the College. A student is required by the Department of Immigration to always advise of any change of address. The College asks students to confirm their contact details every six months.

This policy applies to all international students in the College except those sponsored by AusAID or Defence to study a full-time course of any type in Australia (i.e. sub-class 576).

COLLEGE HOMESTAY POLICY

Visa condition 8532 requires that students under 18 years old maintain suitable accommodation, support and general welfare arrangements throughout the duration of study in Australia. At Citipointe Christian College and Citipointe Christian College International this condition applies also to students over 18 during the duration of studies in the College (refer to Welfare and Accommodation Policy above).

The Homestay Program is administered by Citipointe Christian College International. The College recognises that Risk Management for child protection begins with the recruiting, screening and selection of the right people to serve as homestay hosts, and continues by having consistent procedures in place for all homestay hosts to follow, with adequate management and supervision to ensure they comply with these procedures.

Selection

Homestay families are chosen from the Church and College community, and usually have children who attend the College. They are selected with regard to the following guidelines:

- The homestay host must be an adult resident in Australia and must provide a stable family environment.
- An adult deemed suitable by the College must provide supervision equivalent to that provided by a parent.
- The family environment must be suitable for the age and gender of the student, and English should be the main language spoken in the home.
- The homestay family will be regular church attendees who will take the student to church with them each week.
- The number of students in a homestay should reflect the facilities available in the home.
- The accommodation and facilities provided by the homestay must meet the College's requirements for a safe and secure environment, and the College must be notified of any changes.
- No student will be placed with a homestay until the accommodation has been inspected and approved.

Screening

It is the policy of the College that all homestay hosts are cleared to work with children:

- All homestay hosts must be holders of current Blue Cards issued by the Commission for Children and Young People and Child Guardian. In addition, every person living with the homestay host who is 18 years or over must be in possession of a current Blue Card. The only exception is where the homestay host is a relative of the student.
- All homestay hosts must provide the names and contact details of two referees, one preferably their Pastor, and these referees will be contacted to discuss the family's suitability to serve as homestay hosts.
- The College will undertake regular, on at least an annual basis, on-site visits to homestay hosts to view the accommodation offered.

Induction

Citipointe Christian College International has a written orientation process which applies to all homestay hosts and includes procedures for making homestay hosts aware of the legislation on Child Protection and the Code of Behaviour expected of them. The Induction process includes, but is not limited to, making homestay hosts aware of the protocols for the protection of children, such as matters related to being alone with a child, physical contact, privacy, language, bullying etc. All members of the homestay family must be present during orientation meetings. On-going training is provided to homestay hosts during regular home visits and other contact with the Homestay Coordinator.

Blue Cards

- All homestay hosts must have current Blue Cards where required by legislation.
- The College maintains a register of all homestay hosts.
- The College maintains a register of all Blue Card numbers and the dates for renewal.

HOMESTAY GUIDELINES

It is our desire to place our international students into warm and caring homes with Christian families so that they will experience a consistent Christian witness at school and at home. It is our hope that they will be loved and cared for, and that the homestay experience will be enriching for both the student and the homestay family.

Absence from school

If the student has good reason to be absent from school on any day, the host family is required to telephone the College before 9.30 am on the following number: **3347 5907**. The host family should also send a note explaining the student's absence with the student on his/her return to College, or can email the Head of International (lmyers@citipointe.qld.edu.au). Unless a student is too sick to come to school or there is a family emergency, no student should be absent from the College without arranging prior permission with the Head of International. Students should not be absent from school to attend social activities such as family outings, or to complete assignments.

Absence of Homestay Parents

Homestay parents who are absent from the home for any period of time (even one night) may not make alternative arrangements for the supervision of the student without the approval of the College. If the homestay mother will be away from home leaving a girl student/s alone with the homestay father, please advise the Homestay Coordinator and she will make other arrangements for the student/s during the homestay mother's absence, even if it is only for one night.

Homestay families will be required to pay the substitute family before or on the day that their student moves in with the substitute family. The Homestay Coordinator will calculate the amount due.

Advance notice of arrangements

Students must ask their homestay parents **well in advance** if they want to have someone come to visit, or if they make plans to go out, or if they change plans. Students may not phone homestay parents at the last minute to ask if they can stay out later than agreed, or change their plans in any other way.

Afternoon naps

Many international students are used to taking a nap after school and studying late into the night. They tend to be sleepy in class the next day and lose focus on their work very easily. For this reason, afternoon naps are to be avoided. Please help your student to get their homework done after school and to go to bed at a time you consider is reasonable for their age.

Assist the student after arrival

Please assist your student to purchase the following things (to be paid by the student):

- Mobile phone with Australian SIM card
- Internet modem (Telstra preferred. \$130 for the modem plus \$30 per month depending on usage)
- School uniform (approximately \$700) and black lace up school shoes

Bathroom

Please explain to your student the need to take short showers (4-5 minutes). In some cultures, the bathroom is a wet area and you wash by splashing. Homestay hosts are advised to explain carefully to students on their first day that in Australia the bathroom is a dry area and only the bath/shower recess gets wet. Also reinforce hygiene habits like washing hands after using the bathroom, flushing the toilet after use, cleaning spills and using the toilet brush. Could you please take the time to teach your student these practices, as you would do with your own children? Just like your own children, they will need gentle and encouraging reminders until new habits are formed. The homestay host provides basic soap, shampoo, toothpaste, toothbrush, toilet paper and tissues. The homestay student should purchase any special products s/he may require.

Bedroom

Each student should have a separate bedroom on the same floor of the house as the homestay parents. The bedroom should have a bed, wardrobe with hanging space, shelves or drawers and storage space for luggage. A desk, chair and desk light should be available. Students should not have a television in their room. Other children in the family should respect the student's privacy and should ask permission before entering the student's room or touching any of the student's belongings.

The bedroom is for sleeping and getting dressed. The bedroom door should always be left wide open, unless the student is getting dressed. All other time should be spent in the family areas of the house. Students should not spend long periods of time in the bedroom alone except for sleeping at night. Friends of the opposite sex should not be in the student's bedroom at any time.

Wet towels should be hung in the bathroom. No wet towels or clothes should be left in the bedroom.

Bedtime

Homestay students must go to bed and stay in bed at the time the host parents decide. If they have difficulty getting off to sleep, reading in bed may help.

Behaviour

General politeness and customs in Australia may be different from those in the student's country. If you feel the student's behaviour is unacceptable in any way please discuss it with them as soon as possible and tell the Homestay Coordinator. Problems dealt with quickly tend to be easier to solve.

Blue Cards

All members of a homestay family who are 18 years or older must have current Blue Cards issued by the Commission for Children and Young People and Child Guardian. This can be arranged through the College. Please contact the Homestay Coordinator to make an appointment.

Boarders, visitors and other homestay students

The host family should notify the College if they have long term visitors, other international students or boarders concurrently with the Citipointe student. Anyone 18 years or older who stays for more than 10 days is required to hold a current Blue Card.

Camps

Students are not permitted to attend church camps or social camps unless the homestay parents are attending and the student's parents and the College have been notified. Any cost associated with a camp needs the written approval of the student's parents.

City

On advice from the Queensland Police Force, homestay students are not permitted to go into the city alone, day or night. A homestay parent should only give permission for a student to go into the city if the student is accompanied by a responsible adult.

Chores around the house

It is reasonable to expect the homestay student to make their bed each morning, keep their room tidy, clean up after themselves (e.g. when making a snack in the kitchen), and help another family member to set the table or clean up after dinner. Doing chores around the house can be a new cultural experience for some and they may need guidance in how to do certain things like making a bed, washing and drying dishes etc. However, homestay students should not be required to do other housework such as cooking or gardening.

Church

It is expected that the host family will take the student with them to church every week and will encourage attendance at Youth and other church activities. This is a great opportunity for students to make new friends and improve listening skills. Listening to a sermon is excellent listening practice so students should not leave the service because it's too hard to understand. Talking over the main points of the preacher's message after the service is an excellent way to help your student develop listening and comprehension skills. Students should not spend part of the service outside or in the church foyer or use their mobile phones during the service. Homestay parents are required to supervise the student during church.

Conversation

It is expected that the host family will encourage the student to engage in conversation and activities with the family rather than spend long periods alone in his/her room.

Dining out

If the family dines out at any time, the cost of the meal should be met by the homestay family. The student's homestay fee covers all meals each day.

Dress Code

Please emphasize the importance of dressing appropriately and modestly – short shorts, short skirts and revealing items of clothing are not suitable for going out to church or elsewhere, and might portray the wrong impression about a student.

Driving in Australia

Homestay students are not permitted to drive while enrolled in Citipointe Christian College. Please note that study group students are not permitted to be a passenger in a car driven by a homestay brother or sister at any time. No homestay students are permitted to be in a car driven by a person on "L" or "P" plates. If you have any transport problems, please discuss them with the Homestay Coordinator.

Family outings

It is expected that the host family will treat the student as a member of the family and will take the student with them on all family outings. The student should not be left at home alone. Students have their own spending money and are expected to pay their own entrance fee or related costs on family outings (e.g. to movies, fun parks).

Feedback from homestay parents

The host family should provide the College with regular and frequent feedback regarding the student's progress and welfare. The host family is required to inform the College of any aspects of a student's behaviour or attitude which may impact their studies or their stay in Australia. The host family must notify the College of any changes in the information given on the Homestay Family Application form.

Food

Australian food will be a new experience for most international students. Pasta, pizza, salad, vegetables and fruit tend to be enjoyed by most students and are a good starting point. Savoury food tends to be more popular than sweet food.

Students may be used to eating rice three times a day and may not feel full without eating rice every day.

Having rice and chilli sauce on hand goes a long way in helping your student to feel at home and satisfied.

Even if you would not normally serve rice with the meal you are preparing, it is very helpful to have plain boiled rice on the table at every meal. The College advises families to purchase a rice cooker for this purpose.

It's a good idea to take your student to the local supermarket with you to find out their favourite foods and select some familiar food for them. International students may not be used to eating bread in any form, such as toast or sandwiches. Many international students are used to eating three large meals each day, where breakfast and lunch are as substantial as dinner. All meals should be prepared for the student including a packed lunch, morning tea and drink for school days.

Please provide a space in the pantry or kitchen for the student to store their own snacks – no food should be kept in the student's room.

Please also provide toiletries for your student.

Girlfriend/boyfriend relationships

Girlfriend/boyfriend relationships are not permitted. This can be a distraction from a student's studies. Students should always go out in a group and not as a couple. Friends of the opposite sex should not be in a student's bedroom at any time.

Guests

A student must ask their homestay parents well in advance if they want to have a friend visit them in their homestay. Members of the opposite sex should not be in a student's bedroom at any time and the door to the room should always remain open while entertaining guests. The College strongly discourages homestay families from inviting or agreeing to host the parent of their homestay student. Visiting parents should make arrangements to stay at a hotel or with friends while in Australia. If a homestay family is asked to host the parent of their homestay student they should contact the Homestay Coordinator immediately.

Hairstyle

The College has rules about students' hairstyles:

Girls: tidy, neat, above the collar and off the face; long hair to be tied back; conservative in colour

Boys: tidy, neat, above the collar and off the face; conservative in cut and colour

Boys should have a College haircut (short back and sides as described above) before the beginning of each term. Girls need to maintain an appropriate hairstyle. Homestay hosts should monitor their student's hairstyle and the wearing of the College uniform in general e.g. clean polished shoes, ironed clothes, no jewellery.

Holidays – homestay host

Homestay is not term time only but includes holiday periods. For this reason, if the family is going away on holidays the student should go with them. Homestay hosts may not make alternative arrangements for the supervision of the student without the approval of the College.

Holidays – homestay student

Forward planning is essential. Homestay parents should talk to their student early in the semester about their holiday plans so that flights are booked well in advance. Students are not permitted to miss school days when they go home for the holidays. The College asks that homestay parents supervise the booking of flights to ensure that the student is in class on the first day and the last day of each term. Students should not travel overnight so that they arrive back in Brisbane on the first day of term as this makes them too tired to engage in class activities. A copy of the flight itinerary must be given to the Homestay Coordinator as soon as the booking has been made.

Students should go home to their parents for the long summer holidays. If the student wishes to travel to any destination other than home during holidays, the students' parents must apply to the College in writing, specifying welfare, travel and accommodation arrangements. Permission for such travel will not be granted unless the College is satisfied with these arrangements. Homestay students are not permitted to attend Schoolies Week celebrations. At the end of Year 12, students should return to their home country promptly. If you know that a student is planning to violate these conditions, please notify the Homestay Coordinator immediately.

Students are responsible for arranging their own transport to and from the airport when going home for the holidays. Taxis are recommended.

Homesickness

Students will take time to adapt to living with an Australian family. Homesickness is not usually a serious problem; however, if you have any concerns, please let the Homestay Coordinator know. Homesickness can happen to any student and is not a reflection on the homestay family.

House

The homestay should provide a clean, tidy, safe and friendly environment, with reasonable access to public transport. Unless otherwise requested, the homestay must provide a single room with access to a study area.

Insurance

Host families are strongly advised to speak to their insurance company to establish whether homestay students are covered under their existing insurance policy. It may be necessary to take out homestay insurance, as long-term students may not be covered under public liability insurance. The College has accident insurance cover for all long-term students but this policy only provides small financial benefits for specific incidents that may occur. It does not negate the need for homestay insurance.

Internet

Students are responsible for their own internet costs / usage and should not be given access to the host family's wifi. The student is required to purchase a pre-paid wireless internet package.

iPad

The student's school iPad is for school work only. Students must not put games, music, photos or any apps on their iPad. Students must go to school each day with their iPad fully charged.

Language background

There is a wide range of English language ability among students when they arrive in Australia. English classes in their home countries often concentrate more on reading, writing and grammar than speaking and listening. The Australian accent can be unfamiliar and difficult at first so it is important for the host family to speak slowly, clearly and in short sentences. If the family has difficulty making something understood it can be helpful to write it down.

Students with little English may be quiet at first, but they will be listening and learning a lot from the people around them. The student wants to learn so the homestay family needs to be patient and encouraging; communication will come more easily over time. It is also important to note that students are often embarrassed when they don't understand and will say 'Yes' or nod their heads even when they have little idea what they have agreed to! It is a good idea to ask 'what, when, where, why, how' questions to check their understanding of anything important. Writing down important times or arrangements also helps avoid misunderstandings.

Leaving the homestay

It is expected when a student is leaving the homestay that they leave their room neat and tidy. The homestay family should ensure that the student completes all of the following:

- Pack their bags neatly
- Make the bed and tidy the room
- Check all drawers and wardrobes are empty of belongings and rubbish
- Empty the rubbish bin
- That no personal belongings are left or stored at the homestay

Leaving students home alone

Our students experience homesickness and culture shock as well as all the problems of being a teenager. The more they can connect with their homestay family, go out with them, share life with them, the more quickly they will settle in and feel comfortable and happy. Our students can't learn English sitting at home alone; they need to go shopping, attend family outings, be around people speaking English. Even if it's just the weekly shopping, please take your homestay student with you and give him jobs to do such as checking prices, finding a particular item, speaking to a shop assistant. If he doesn't want to go with you, please say that it is College policy and he/she can contact the Homestay Coordinator if they are not happy with it.

Meals

Three substantial, healthy meals should be prepared for the student each day, with a packed morning tea, lunch and drink for school days. Often, international students do not cope well with sandwiches. If the homestay host prefers to give the student money to buy morning tea and lunch, enough should be provided to buy a drink, a snack for morning tea and a substantial healthy lunch. It is advisable to have a canteen price list (available from Grace House) to work out how much money the student will need.

Homestay students should not be expected to make their own breakfast, lunch or dinner. If your student wants to cook, he/she should prepare a meal for the family with you. This could be a wonderful social activity where the student can practise speaking English. Please note that in many countries, breakfast and lunch are

as substantial as the evening meal. Instant noodles are considered junk food by many overseas parents and should not be provided as breakfast, lunch or dinner.

Medical attention

The host family must arrange medical attention whenever necessary, at the student's expense. The College should be informed of any medical problems affecting the student. All student visas holders have private health insurance. Doctors@Carindale Mall (ph 3135 9898) is registered as an overseas student health care provider and offers appointments with no out of pocket expenses for students with private health insurance with Allianz, NIB and Bupa.

Mobile phones

Every student in homestay should have a mobile phone with an Australian phone number. Homestay hosts should store the homestay student's phone number and the Homestay Emergency Number (0412 304 375) in their phone.

Exception: Japanese students do not need an Australian phone number. The application called LINE can be used for contact between homestay and student.

Mobile phones should be used in moderation and it is not appropriate for a student to use a mobile phone at the dinner table, or anywhere in the presence of the homestay family. The student must switch his/her mobile phone off at bedtime.

Mobile phones at school

Students should keep mobile phones switched off and in their bags while at school. Students should have their mobile phones switched on at all other times, except at bedtime.

Permission forms for camps, tutoring, medical attention etc

Homestay hosts should not sign forms giving permission for costs to be added to parents' school accounts. Only the natural parents can authorise the payment of any fees or the administration of any medical attention. Any permission forms of this nature need to be directed to the Homestay Coordinator. Homestay parents should not sign any consent forms. The student should bring these to the Homestay Coordinator for signature.

Pets

International students may not be used to pets and may need to be introduced to them slowly and carefully.

Pornography

Access to pornography, on the internet or in any other form, is unacceptable and may result in the student's expulsion from the Homestay Program and consequently, the College.

Public transport

Students must not travel on buses or trains after dark. Arrangements to be picked up by the host family should be made well in advance if the student will arrive home after dark.

Respect and obedience

Homestay students must respect and obey the homestay family rules. They must always speak respectfully to the host mother, the host father and the host children. They should be courteous and respectful at all times and must obey homestay parents' instructions and requests. Students should respect the privacy and property of the homestay family – students are not allowed to enter the bedrooms of other family members without being invited to do so.

Safety

If your student walks to or from school, please teach them the following:

- Walk in groups of at least two to three
- Walk near the fence line rather than street kerb
- Do not talk to anyone you don't know under any circumstances even if they ask for directions, help to find a dog, general help etc

- If approached by a stranger, scream loudly, run to the nearest house and call your homestay parents immediately or the College emergency number: 0412 304 375.

Sick

Students should not be permitted to stay home from school for minor ailments such as fatigue or headache. If the student is too sick to go to school, a responsible adult needs to stay home to look after him/her. This might be the homestay host or the emergency contact nominated on the Homestay Application Form. Students must not be left at home alone. If no one is available to care for the student, the Homestay Coordinator should be advised as soon as possible so that supervision for the day can be arranged.

Sleepovers

As part of our Risk Management Strategy (a legal requirement), the College does not permit sleepovers. Homestay parents must not give permission for the student to sleepover at another location.

Snacks

A supply of rice, noodles, chilli sauce and other simple foods for the student should be kept on hand. If possible, provide a space in the pantry or kitchen for the student to store their own snacks – no food should be kept in the student's room.

Swimming

In summer, swimming lessons at the College are compulsory for international students while they are studying in the International College. This is to protect them from drowning and to equip them to be a lifesaver in an emergency situation. Homestay parents are urged not to send a note to school asking that the student be excused from swimming unless absolutely necessary.

Swimming Pool

Homestay parents need to make sure that their student can swim before leaving them unattended in the pool. Under the Building Act 1975, every regulated pool owner must ensure that their pool barrier complies with the pool safety standard from 1 December 2015. For further information about pool safety requirements you can phone 139 333 or email poolsafety@qbcc.qld.gov.au.

Supervision

The homestay parents must provide supervision appropriate to the age and maturity of the student and their familiarity with life in Queensland. This supervision includes out-of-school hours, study and pastoral care. It is essential that the host parents know the student's whereabouts at all times, who they are with and the time they will be home.

Supervision of homework

All students have three hours of homework every day. The homestay family should ensure that the student completes all allocated homework, giving assistance where necessary. It is a good idea to encourage the student to do their homework in the family room so that they are a part of the family interaction and can receive assistance as needed. If homework is not being completed, the homestay family needs to contact the Homestay Coordinator so this can be addressed as soon as possible.

Supervision of phone and internet

Homestay parents are required to supervise the student's internet access closely. The student should not be spending long periods of time on the internet. Please ensure that internet sites the student accesses are wholesome. To ensure that students get the rest they need, they are not permitted to have mobile phones or electronic devices in their rooms after bedtime. All the student's electronic devices (phone, iPad, computer, Xbox) should be removed from his/her room at bedtime and returned to the student each morning.

Supervision at church

Homestay parents are required to supervise the student during church. Students should not spend part of the service outside or in the church foyer or use their mobile phones during the service.

Transport costs

The College offers a complimentary pick-up service from the airport when a new student arrives to begin their study. The student is responsible to pay for all subsequent travel to and from the airport. Taxis are recommended. If a student is changing to a new homestay family after the holidays, they should take a taxi to the College where the Homestay Coordinator will meet them and take them to the new homestay family.

Transport to school

The host family should arrange transport to and from the College on school days. Preferably, the family should drive the student to and from school, at no cost to the student. Where this is not possible, the family should make arrangements for the student to catch the school bus, at the student's expense. The host family should ensure that the student arrives at school on time each morning (8.30 am).

Travelling in other students' cars

Homestay parents may not give permission for the student to travel in a car driven by another student without the written permission of the College.

Uniform

The homestay parent should ensure that the student wears the College uniform correctly at all times including clean polished shoes, correct hairstyle, long hair tied back before leaving the house in the morning, ironed clothes, correct socks/shoes/ribbons, no jewellery, no mixing of sports uniform and day uniform. The complete uniform must be worn at school or outside school e.g. no bare feet after school, no partial uniform when shopping after school. The College expectation is that students will wear their uniform with pride.

- All students must wear the full school uniform at all times when on campus. Uniforms are to be clean, pressed, in good repair and worn neatly.
- Hair should be tidy, neat, off the face, with no extreme or obvious cut or colour. Boys' hair should be short, tidy, above the collar, off the face and conservative in cut and colour. Girls must tie long hair back.
- Girls' hair accessories: College ribbon only.
- Shoes must be black, hard leather, flat heeled, lace-up and polished.
- Day and sports uniform should never be mixed.
- Only school bags supplied by the College uniform store are permitted.
- In cold weather students must wear the College jumper and/or blazer.
- Only school socks are permitted or plain black socks under boys long pants.
- No makeup.
- No tattoos.
- Girls: No jewellery except for a watch, one small plain stud or sleeper in each ear lobe.
- Boys: no jewellery except for a wristwatch, and no piercings.
- Nails must be short. Only clear nail polish is permitted.
- All students wear a tie in terms 2 and 3 and on formal occasions.
- Boys must be clean shaven.
- Students must wear full sports uniform to school every sports day.
- If you wear school uniform outside school hours it must be complete.

Washing and ironing

The homestay host is responsible to wash and iron the student's clothes. Bed linen and towels should be washed at least weekly. Girls need to be provided with a laundry bag for their delicates. Students should not hand wash their clothes and dry them in their bedroom.

Work

A condition of a Student Visa includes permission to work part-time with limitations during study periods. The Headmaster has set a rule for Student Visa holders at Citipointe Christian College and Citipointe Christian College International that students can only work during holiday periods and not during term time. This is to ensure you are mainly focused on your studies.

Younger children

Younger children in the family should respect the student's privacy and should ask permission before entering the student's room or touching any of the student's belongings.

HOMESTAY FEES

Homestay fees cover accommodation, food and supervision. All other expenses should be met by the student e.g. medical, dental, transport, phone, internet. Students pay homestay fees to the College one semester in advance. The College makes monthly homestay payments to homestay families from January to November by automatic transfer to their bank account.

Students should go home to their parents for the long summer holidays. If the student cannot go home to their parents for the long summer holidays, an additional payment needs to be paid to the College before 1 December. The College will make an additional monthly payment to the host family by automatic transfer to their bank account in the first week of December.

If a student is temporarily away on overnight camps or short holidays (e.g. Easter, mid-semester or spring vacation), the homestay fee will not be affected. This means that the homestay family will not reimburse the student for short temporary absences.

Where a student wishes to end the homestay arrangement, two weeks' notice should be given to the Homestay Coordinator and homestay family. Where the host family wishes to end the homestay arrangement, two weeks' notice should be given to the Homestay Coordinator and the student. In unforeseen circumstances where the host family wishes to end the homestay arrangement immediately, the host family is to refund to the College all unused homestay fees. In unforeseen circumstances where the student wishes to end the homestay arrangement immediately, two weeks homestay fee will be forfeited.

HOUSE RULES GUIDE

The host family should explain house rules to the student as soon as possible after arrival. The form below will assist you in putting these rules into writing. Students are often overwhelmed by new information on arrival, so a written record is helpful.

	HOMESTAY FAMILY RULES
computer & internet use	
phone use	
meal times	
snacks	
bedtime	
noise	
going out / time home	
inviting friends home	
bathroom / shower	
household chores	

HOMESTAY PARENTS CONTRACT

We agree to offer to the international student all respect and support required during their stay in our home.

We accept the international student as part of our family and will take all reasonable care for their health and safety.

We will take the international student to church with us each week and will supervise the student while in church.

We agree to supervise the student as detailed in the Homestay Handbook. We will not permit the homestay student to stay home alone, or to stay in his/her bedroom alone for long periods of time except when sleeping. We will remove all the student's electronic devices from his/her bedroom at bedtime and keep them in our bedroom overnight.

We will notify the Homestay Coordinator immediately if the international student engages in any of the following activities: smoking, drug or alcohol consumption, illegal activity, driving or learning to drive, medical problem, failure to follow homestay or College rules, non-attendance at College.

We will notify the Homestay Coordinator if we are planning to be absent from our home overnight.

Unless in unforeseen circumstances, we agree to advise the College at least two weeks in advance if we wish to terminate an existing homestay arrangement. In unforeseen circumstances where we wish to end the homestay arrangement immediately, we agree to refund all unused homestay fees paid.

We will notify the College if we have other international students or boarders concurrently with the Citipointe student.

We agree to have our home and personal contact details recorded as required by government legislation in connection with our role as homestay hosts.

We will notify the Homestay Coordinator two weeks in advance, or as soon as practicable if this is not possible, of any change of circumstances in the household including:

- If any change to the homestay residence is made that will affect our ability to meet the homestay residence standards
- If the homestay family is temporarily unable to provide accommodation or suitable supervision for their student
- If the homestay family intends to change address or contact details.

We will ensure that the student resides at the approved address at all times and will notify the Homestay Coordinator immediately if the student fails to do so, or intends to move.

Signed (homestay father):

..... Date:

Signed (homestay mother):

..... Date:

HOMESTAY STUDENT CONTRACT & CODE OF CONDUCT

The College has a number of rules to keep students safe in Australia and to assist in building good relationships with the homestay family. These rules need to be read carefully and obeyed. If the homestay rules are not obeyed, you will not be able to live in a Citipointe homestay and this could put your enrolment at the College at risk.

- You must respect and obey the **homestay family**. You must always speak respectfully to the homestay mother, the homestay father, the homestay children and their guests. You should be courteous and respectful at all times and must obey homestay parents' instructions and requests. You must respect the privacy and property of the homestay family.
- You should make your bed each morning and keep your **bedroom** tidy. You should ask your host parents for permission if you want to hang any posters.
- You should not have guests of the opposite sex in your **bedroom** at any time. The door to the room should always be left open when having friends over.
- **Food and drink** are not to be eaten or stored in your bedroom as they attract mice and insects. Ask your host family to provide a space in the kitchen for you to store your snacks.
- You should go to **bed** at the **time** the family says.
- It is important for your health and study that you sleep well every night. For this reason, you are not permitted to have any **electronic devices** in your room after bedtime. All your electronic devices (phones, iPad, iPod, computer) should be given to your homestay parents at bedtime, kept in the homestay parents' bedroom overnight and returned to you each morning.
- You should use your **mobile phone** in moderation and not at the dinner table or in the presence of your host family. You should talk to the family and practise English as much as possible. You should not spend a lot of time in your room alone, as this can encourage homesickness and loneliness.
- You must give your **mobile phone number** to your homestay parents and the Homestay Coordinator. Mobile phones should be switched on at all times, except when you are at school and at bedtime.
- You are expected to do all your **homework** each night and politely ask for help from your homestay parents when needed. You are expected to study hard and make good progress at school.
- You should be present at family **meal times** unless you have made arrangements with your host parents.
- You must take short **showers** to help save water. Four to five minutes is enough time for a shower. You should ask your homestay parents the best times for you to use the bathroom. You should leave the **bathroom** neat and tidy after use, ready for the next person.
- You should help with general household **chores** such as setting the table, clearing the table and washing dishes.
- You should use your own mobile phone for all **private calls**.
- You are responsible for your own **internet cost** and usage and will be required to purchase a Pre-paid Wireless Internet package.
- You must ask **permission well in advance** from your homestay parents before going out and inviting friends to visit. You must let your homestay parents know where you are going, who you are with and when you will be home.

- You must not change your plans at the last minute – you must be home at the time previously arranged with your homestay parents.
- You must not travel on **buses or trains** after dark.
- Boyfriend/girlfriend **relationships** are not permitted. You should always go out in a group and not as a couple.
- You should not go into the **city** unless accompanied by a responsible adult with the approval of your homestay family.
- You should **join in with family** activities and family outings and attend church every Sunday with your homestay family. This will help reduce homesickness and help you get to know Australian culture. It will also help you develop your English skills. When at church, you must stay in the meeting with the homestay family and not go outside or to the foyer.
- You **must not drive a car** while you are enrolled as a student at Citipointe Christian College International or Citipointe Christian College.
- You **must not travel in a car** when another student is driving without the written permission of the College.
- You must not have body piercing, tattooing or hair colouring done while in Australia.
- You must not smoke, drink alcohol, take drugs, gamble or access pornography in any form.
- You must pay for all personal, medical, dental and entertainment expenses (e.g. anywhere that has an admission fee).
- You should inform the Homestay Coordinator of your **travel arrangements** before the end of each term. You must be at school on the first day of each term and the last day of each term.
- You should talk to the **Homestay Coordinator** if you have any problems you cannot resolve easily with the host family.

I have read the homestay rules carefully and I promise to obey them.

Signed:

Print Name: Date: