

# HOMESTAY HANDBOOK FOR HOSTS



**Wakatipu**  
HIGH SCHOOL





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## How to contact us

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<b>Emergency mobile:</b>	International no. – 022 519 6362
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## About Us

Wakatipu High School is the only high school in the beautiful environment of Queenstown. It is set on Lake Wakatipu in the Lakes District of the South Island of New Zealand. We are a government co-ed school with students enrolled in Year 9-13 (aged 13-19 years). We are a Decile 10 school, the highest rating allocated by the Ministry of Education in New Zealand.

With a growing roll approaching 1000 students, it is a safe and supportive environment. Students are known by name by staff, so can develop a strong sense of individual identity. At the same time, the school is large enough to provide a comprehensive specialist curriculum for senior students and support for numerous extramural activities and sports.

Our goal is to provide opportunities for all students, whatever their needs, to develop to their full potential by discovering and building on their strengths. Part of our philosophy is to take into account the interests and abilities of each student. We provide individual programmes to provide maximum support. A high percentage of our students gain entrance to University and other qualifications. Our students gain university and provincial scholarships (in 2019 in English, History, Geography, Mathematics, Design and Photography) recognising their high ability and long-term employment potential. Our students are high achievers.

## Welcome

Thank you for welcoming an international student into your home. We hope that this booklet will be useful and will help to make your home-stay experience positive and rewarding.

Hosting a student will be an interesting, enjoyable and rewarding experience. Remember that so much of our every day lifestyle is completely new to your student. Remember too, each student is different, even two students from the same country.

What is written in this document is a guide only. We hope that it will help you and your student to get the very best of the opportunities that you have from your time together.

If you have other questions, or if problems arise, please don't hesitate to contact us at any time.

We appreciate the commitment you are making in providing a home-stay and aim to help you in any way possible.



## Introduction to hosting

We welcome you as a Host family and look forward to a positive and supportive ongoing relationship. Our goal is to offer you the time and support required for you to provide the students living in your home the best possible experience whilst they are studying at Wakatipu High School.

This homestay handbook has our guidelines set out in a clear and transparent manner to help your hosting experience be as positive as possible. We ask the Host family and the student to adhere to the guidelines in the booklets provided as closely as possible so there are no miscommunications or misunderstandings. This offers both parties some clarity and less confusion around some of the smaller details. This handbook should always be kept in a safe and accessible place for your ongoing reference to it.

Homestay is an opportunity for people of different cultures and languages to live together and learn together. Qualities that we look for when selecting our Hosts are:

- A family who will embrace cultural differences and realise it is an opportunity to learn from each other.
- A family who has the time to devote to a student and involve them in family activities.
- A family who is sensitive and realises that students will need nurturing and support as it is often overwhelming to be so far away from home.

- A family who appreciates that each student is unique. What worked with one student may not work with another. Differences do not mean that one way is better than another.
- A family that wants to take part in a positive and mutual learning experience. Hosts should not take students for monetary reasons only. We know from experience that this does not work. The students feel this and it interferes with the intended homestay experience.
- A family where all members are flexible enough to accept a student with a different language and cultural background to their own.

Our students are looking for a home away from home. Hosts are not just providing room and board – but rather a safe, supportive and welcoming environment. Parents of the students you host feel comforted in the knowledge that their child is being taken good care of overseas and they have a warm environment in which to flourish.

All Hosts are visited within their home by a Homestay Coordinator. The coordinator is available to provide advice and guidelines for Host families, as well as answering queries on routine matters. Any families who are experiencing difficulties are encouraged to ring the International Department as quickly as possible. Our aim is to help resolve any difficulties early to allow the positive experience to continue within your home.

Families can contact the Homestay Coordinator during office hours (8:30am to 4:00pm) by phoning 03 442 7370. For emergencies only please phone our international mobile (0225196362). There is always one staff member on call at all times but please be aware that this is only for emergencies.

**Please read this handbook carefully. If you have any questions please contact us.**

## Responsibilities of a Host Family

Being a homestay for a Wakatipu High School student is very different from simply having a boarder, or even from having a typical language school student. In each case, the homestay provides meals and a private bedroom. However, accepting a high school student does require a greater commitment in time and in responsibility. We hope that you will treat your student as a member of the family rather than as a “boarder” or “guest”.

Some students seem mature and independent while others are shy, and suffer from homesickness. All will appreciate your kindness, concern, interest and conversation. Invite them to join in your family activities and outings, as you would a member of your family.

Of course, being part of your family also brings responsibilities for the student. Please encourage them to help around the house and take some responsibilities. Feel free to establish ground rules that would be fair and reasonable for any teenager - e.g. tidying up, curfews, letting you know where they are going. Most of our students are still teenagers and need the same firm but fair guidelines as our young kiwis do. Determine your expectations and add these in the section provided to the attached Homestay Code of Behaviour. Discuss this with your student in the first days of their stay.

If you feel that a problem with behaviour or consideration is arising, discuss it with your student. It may result unintentionally from a cultural misunderstanding and can often be quickly resolved. If you are still concerned, please contact us. It is important to nip more serious problems in the bud before they get out of hand and we will support you. The vast majority of homestays work really well and life-long friendships are

often made. However, if for any reason you feel that you would rather not continue to provide your home-stay or irresolvable personality clashes have developed, we are happy to find alternative accommodation for your student.

The rules and guidelines as listed in the Homestay Host Handbook are good practice for all international students and meet the requirements for Wakatipu High School.

## As a Host Family you agree to:

### Arrival details

It is our usual practice to receive the confirmed arrival details after the initial placement of the student has been made. The International Department will email you once the arrival details have been received. We will also email/post them out to your home.

Important note: If your student emails you directly with their confirmed arrival details, please phone the International Department to check if they have also received them.

### Airport pick up/drop off

Once the Homestay Coordinator has confirmed the arrival details with you, it is beneficial if you will pick up the student from the airport/bus station. The Homestay Coordinator will endeavor to be at the pick-up point also.

Please endeavour to be at the airport/bus station at the time specified. Students will be tired after their long journey and they look forward to meeting you on arrival. If they arrive and you are not there to meet them they may become stressed. The Host family is often the first face they will see on arrival and in a sense you are the face of New Zealand and an ambassador for Wakatipu High School.

On the student's departure the expectation is that you would deliver your student to the airport to see them off. If your student is part of a large group the departure will be discussed with you at the time of placement.

### Transport and orientation to the buses/city

Once your student has arrived and settled into your home it is important that you show them the buses to and from Wakatipu High School. This will include taking them to the bus stop so they recognise it on the return trip. It may take a couple of days for your student to feel comfortable enough to travel on the bus alone. Show your student landmarks – many students take photos of landmarks to familiarise them with their journey. After this your student can travel independently.

An introduction to the Queenstown area is encouraged by taking your student on a short drive around town.



# Home environment

## Bedroom requirements

Each student bedroom must have:

- An individual bedroom for each student you host.
- Furnishings in the bedroom should be clean, fresh and of a good quality, including a bed with warm, quality bedding, a study desk and chair, desk lamp and mirror, chest of drawers, wardrobe or hanging rack.
- A heater preferably with a thermostat that has adequate heating ability for the size of the room.
- Electric blankets are optional and should be checked annually if provided.
- Smoke alarms installed in or close to the student bedroom – also throughout the home to be checked annually.

Please ensure that all the above mentioned minimum requirements are in the bedroom at all times.

**Once a student has been placed into a bedroom it is assumed this bedroom becomes theirs for the duration of their stay with you.**

**The homestay bedroom is not to be used for extended family members or partners unless by mutual agreement between the Host and student.**

## Bedroom heating guidelines

Please provide a warm room for the student. If Hosts are experiencing difficulties with heater usage please ring the Homestay Coordinator for support or advice.

## Student's privacy

The student's bedroom is their own private space and a quiet environment for studying if needed. For privacy reasons, please knock and wait for a response before entering their bedroom. Families with younger/older children may need to ensure the children don't enter the student's bedroom uninvited or while the student is absent. Some students find it difficult to tell children they need their privacy and Hosts should always monitor this. Hosts should be aware of the security of the student's possessions within their bedroom – access should be limited to the Host parents only.

If Hosts wish to check the students bedroom for safety reasons or open windows, change linen etc. please advise the student prior to this.

## Security in the homestay

Hosts should be aware that:

1. Students may bring some expensive belongings with them.
2. Students often keep cash in their rooms and strict monitoring of who enters their room should occur (see student privacy).

3. Please ensure your house is locked at all times if you are not at home to ensure the safety of all who live there.
4. Insurance may be affected if homes are not locked up in the case of a break in.

## Laundry / clean linen

**The Host is expected to wash the student's clothes unless the student requests otherwise. Provide your student with clean towels/bed linen on a weekly basis.**

At the beginning of your student's stay let them know your expectations for their laundry items. Show them where to put dirty laundry and discuss with them about bringing their clothes out for washing on a daily basis. Laundry techniques vary in different cultures so ensure there is an opportunity to speak about how we do things in New Zealand. This should include how we dry our clothes as some students may try to hang wet garments in their bedrooms.

If you both agree for the student to wash their own clothes, explain they must wait until they have enough clothes for a full cycle before using the washing machine. Show them how the washing machine operates and where to hang clothes to dry.

## Bathroom and toilet areas

**Our golden rule for the bathroom/toilet areas are: Students should leave the bathroom and toilet areas as they found them.**

As you are showing your student around your home at the beginning of their stay, discuss suitable shower times for your student so as it fits in with the needs of the rest of your family. Students are expected to supply their own personal toiletries such as toothpaste, shampoo or any other personal items. Discuss where to put wet towels and encourage students to mop up any excess water.

**As a guideline showers should be no longer than 10 minutes under the water and one shower per day.**

Explain to female students they must not flush sanitary napkins down the toilet and explain where they should dispose of them. Some Hosts prefer to keep a small box of napkin bags in the toilet area for the student to place the sanitary napkin in, which allows them to dispose of it discreetly in the outside rubbish bin.

## Home appliances

Monitoring your student in the early days is key to using the appliances safely in your home. Appliances in New Zealand can be very different to other countries. Explain how the appliances in your home are to be used, i.e. electric jug, microwave, oven, cooktop, washing machine, electric blanket and heaters. When monitoring from a distance you will soon be aware of what your student is capable of. Explain any safety measures they need to take and show them how they shouldn't place hot items onto benchtops and why.

Once you feel comfortable and your student is using appliances safely it can be relaxed a little but it is always a good idea to keep monitoring this area.

## House rules

Every home has their own way of operating successfully. We recommend that you discuss any house rules at the beginning so there are no misunderstandings. It is a good idea to sit down quietly with your student and go through their homestay handbook with them which provides guidelines and suggestions. This will allow the student an opportunity to ask you any questions and also offer Hosts an opportunity to talk about hot topics such as internet cost and usage, suitable bathroom times and usage, heating in the bedroom etc.

## Internet

Generally, most international students want to use the internet in homestay as it's the main way of communicating with their friends and family back in their home country. Hosts should discuss with them in the beginning of their stay about appropriate usage.

1. When you provide a student with your password – this is the perfect opportunity to discuss costs and usage.
2. Explain about the “downloading” of movies/music rules as it may use too much data.
3. The Internet should primarily be used for emails, browsing, Skype and contact with friends and family.
4. Social Media communications may be closed off by 11pm at the latest as a consideration to others in the home trying to sleep.
5. Computers and internet access are available at Wakatipu High School for all students to use during the daytime.

## Smoke alarms

Please ensure your home has working smoke alarms which are checked regularly and batteries replaced yearly. This is a Code of Practice requirement for hosting international students. A full first aid kit must be available. Please show your student the evacuation plan of your home in the case of a fire. It is advisable that you discuss with them the 111 emergency number should they need it.

## Key

Please give your student a key to your home so they can be independent and come and go as they wish. Please ensure you show them how to let themselves in and how to secure your home when they leave.

## Chores

We encourage students to help in the house as part of experiencing life with a New Zealand family and as an aid to learning conversation skills. However, students may feel, as board paying guests, it is inappropriate to help around the house.

While this must be respected, you can expect students to keep their own room tidy, and gradually encourage them to help and fit in the same as other family members. Demonstration by example will convey the custom in your home.



## Communication and Language

Hosts must provide an English speaking environment for the Homestay student. Although students will have passed an English level test before being selected, it is likely they will not be confident with conversational English - after all, this is the main reason they are here! They will also not be aware of New Zealand expressions and colloquialisms. A single word or phrase may mean one thing to the student and another to you and misunderstandings may be traceable to this.

Encourage your student to communicate with you on a daily basis as this acts as an important part of building the relationship between you both. Speak slowly and clearly, ask questions, then allow them time to answer you. Speak more slowly than normal, but try not to raise your voice (something many people find themselves doing unconsciously). Watch for signs that students are “lost” and encourage them to stop and interrupt you. Through conversations students learn to speak and understand and gain confidence.

When students are struggling to understand a foreign language they can become very tired. It is a constant strain for them to try and keep up with what is being said. They have just spent a day in the classroom where they will only be allowed to speak English, even if they share the class with someone else of their nationality. On top of this, students will be speaking a language they will not be “thinking in”. Do not be concerned if students often go to their rooms alone—this is a time when they can have a break from the concentration needed to try to follow a conversation.

**Always remember to SMILE—a smile makes friends and surmounts barriers.**

## Family involvement

It is important that you encourage your student to join in with family activities and outings if appropriate. Students may or may not join you on family outings – it is a nice gesture to offer this to them as one of the family members. This helps them feel welcome and encourages them to be a part of your daily life. Invite them to join you in the living room where they can interact with you and spend time with you. Hosts should not be offended if the student does not accept your invitations and chooses to spend time in their bedroom.

## Change of circumstances in your home

Please notify the Homestay Coordinator if your situation changes in any way. This would include any changes or conditions to your home, your family members or any situation which would affect your hosting ability. Such a situation may include:

- House going on the market
- Change in bank account details
- Disruptive remodelling of your home
- Separation/Divorce
- Illness for the Host family
- Going on holiday for a period of time – includes if it’s 1 or 2 days
- Unavailability to a student you are hosting, e.g.: change in work hours to evening hours
- Change of people in the home, e.g. long stay friends, relatives staying or a new birth, etc.
- Acceptance of an international student from another organisation

- Acquisition of a new pet
- Family emotional crisis which may impact on your student
- If your student moves from your home unexpectedly

It is important that you notify the Homestay Coordinator to aid the staff in achieving suitable matches between students and Hosts.

## Liabilities and insurance matters

Hosts should ensure that their home is covered by all appropriate insurance when hosting students.

We advise all Host families to check your policy with your insurance company to ensure it covers any damage caused by an International homestay student. We recommend you advise your insurer of your plans to host a student prior to their stay.

Accept that your student is not responsible for any accidental damage or breakages to your residence or property during their stay. As with all people there are times where breakages or damage may occur and may be the case during your students' stay.

In exceptional circumstances the Homestay Coordinator should be consulted and has the discretion to ask your student for some payment towards the damage. This would normally be in the case of deliberate actions which have resulted in damage of your property.

If you reside in a rental property, we recommend you have an agreement with your landlord to allow you to host a student in your home.

## Hosting students from other organisations

Host families must inform the Homestay Coordinator of the nationality of any other students you are hosting at the time of accepting a student from Wakatipu High School during a student's stay. We do not place two students of the same nationality together. You must make every effort to honour the commitment made to host a student for an agreed period of time and, if unforeseen circumstances prevent you from fulfilling a hosting commitment, providing the Homestay Coordinator with as much advance notice as possible.

## Alcohol

Under New Zealand law alcohol must not be purchased or offered to any student under the age of 18 years of age. If you are hosting an over 18 student who wishes to purchase and drink alcohol, the student must consider that in a homestay setting this has to be appropriate e.g. celebration/birthday etc. If Hosts feel uncomfortable please ring our office for support.

## Smoking

Students are told that all homestay homes are strictly non-smoking. Some homestay homes allow smoking outside and any students who indicate they smoke are placed into a homestay who allows outside smoking. Smoking inside the homestay is strictly prohibited.

## Meals

Host families are expected to provide the student with three meals a day plus snacks, including a packed lunch during school week. Ask your student what foods they like and don't like. If you have takeaways or invite the student out for dinner you are expected to pay for the student's meal. If they go out or buy fast food with their friends, they will pay for their own food.

Be aware of specific dietary requirements and if you are unsure please ask your student. Students would normally wish to have access to the fruit bowl and 1-2 pieces of fruit per day are suggested.

Meal times should be at standard meal times – normally between 5pm and 7pm. Families are encouraged to eat with their student for the evening meal – it's a great opportunity to have a conversation about their day. Students are expected to eat with you Sunday through Thursday. Students are required to notify their Host by 4pm to let them know if they are going to be late home and would like their dinner kept for them. Please try to provide food and snacks they enjoy, while encouraging them to eat the same meals as your family.

## Halal meals

If you are hosting a Muslim student who has specifically requested and paid for Halal meat, Hosts must guarantee to provide only Halal meat and adhere to and prepare food in accordance with Halal requirements. For information of where Halal meat can be purchased please contact the Homestay Coordinator during office hours. Information on Halal restaurants is also available on request.





# Holidays

## Hosts on holiday

**Important:** Please inform the International Office of any time spent away from the home if hosting a student – Please see Health and Safety.

- Hosts are obliged to let the International Office know of your plans at least seven nights prior to your holiday (except in the case of an emergency situation we understand there will be shorter notice). Our preference is to place your student into an alternative homestay. For a very short stay e.g. overnight/ weekend, it may be possible for an over 18 student to stay in your home upon agreement between International Office staff, the student and yourself. Hosts must provide the International Office an emergency name and number of a family member /friend or neighbour or someone who can act on your behalf in the case of an emergency prior to the short holiday.
- When a student is re-housed into another homestay, payments will be paid to the temporary homestay.
- Code of Practice requirement: Under no circumstances should an under 18 year old international student be left unattended in your home overnight. Please ring the Accommodation Office to place the student elsewhere if you will be away from your home overnight and your student is under 18 years of age.

## Student on holiday

- If your student is under 18 they may not take a holiday alone unless the requirements for under 18 students have been met. Students must complete a Travel Request Form supplied by Wakatipu High School, have it approved by the Director of International Students and provide an email from their natural parents/caregivers approving the holiday/trip.
- If the student travels while staying with you, the full fee is paid for the first week (7 nights) and afterwards a half fee. The difference is credited to the student.
- If the student returns to their home country over the Christmas holiday period a retainer of \$200 is paid to hold the students belongings.

# Medical Information

If your student needs medical attention from a doctor they will tell you or the school.

- Notify the Homestay Coordinator immediately of any emergency situation.
- If your student is ill and not coming to classes please inform the school office on 03 442 7370 or our office so we may pass this onto the appropriate teaching staff.
- All International students have medical insurance and in some cases ACC may cover partial costs when an accident occurs.

## Critical incident and protocol

A critical incident is a traumatic event, or the threat of such (within or outside New Zealand), which causes extreme stress, fear or injury. Examples of a critical incident include:

- a student missing or unable to be located
- encountering severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disaster
- issues such as domestic violence, sexual assault, drug or alcohol abuse

In the event of a Critical Incident involving your student please obtain medical assistance immediately, and contact the Homestay Coordinator as soon as possible. We urge Hosts to treat the incident confidentially until our emergency protocol has been followed in terms of contacting students' families overseas. Please ask any additional students living with you to refrain from entering any information on social media as information can become distorted and distressing to overseas families.

**If your student is involved in a critical incident you must advise Wakatipu High School immediately.**

Contact the International Department (034 427 370) or the emergency international mobile (022 519 6362) Emergencies 111

Contact the Homestay Coordinator during business hours on 03 442 7370 or email [office@wakatipu.school](mailto:office@wakatipu.school).

### Guidelines for hosting students under 18 years old

As with any student, our suggestion is that you sit down together at the beginning of their stay to go through the student handbook. Explain the rules for under 18 students (as noted below) for any holidays or staying out overnight and the requirements they need to complete prior to this happening.

Discuss with your student what you both think are appropriate guidelines for coming home are during the week and weekends. Our suggestion is Sunday to Thursday 10pm and weekends 12 midnight as a guideline.

#### Under 18 student wanting to stay out overnight process

If the student wants to stay overnight with a friend, they must complete the below requirements prior to their intended night out.

- Meet with our Student Support team/Accommodation Office
- Have parental consent for their night out in the form of an email/phone call from the parents to our Student Support team.

Once this requirement has been completed, the student is then able to stay out overnight. Student Support/Accommodation Office staff will phone the Host family to advise that the requirements have been met and the student is able to stay out overnight. We advise Host families to have the student's mobile number so they are contactable.

## Other

### Health and safety

- You must take all reasonable steps to protect the health and welfare of the International student.
- Please ensure all smoke alarm batteries are replaced annually.
- Ensure the student knows the safest exits of your home and the easiest way to get outside in the case of an emergency.
- First Aid kits must be kept up to date at all times and the student must know where they are located.
- Please ensure bathroom and toilet doors are lockable for peace of mind for the student.
- Any extracurricular activities with your homestay student should be as considered as you would for your own child from a health and safety perspective. For example, if you take your student 4 wheel driving/jet ski-ing or even camping in a tent, all safety aspects should be extremely well thought out beforehand.
- A common sense approach is necessary when allowing your student to participate in any of the above activities with the Host family.
- Acceptable standards of personal space are a necessity with a student living with you. All members of the homestay family should realise that the student is vulnerable as they are separated from all their family members and their country.
- Hosts should endeavour to put themselves in the shoes of their student before engaging in any physical contact. Overseas students may not be accustomed to any degree of physical contact, even from their own family members. They may be less able to express their feelings than their New Zealand counterparts. If there is a risk that the physical contact will be unwelcome, may humiliate, upset, intimidate or embarrass the student, the family member must not engage in that conduct. Any unwelcome conduct of a sexual nature is forbidden.
- Any offers of a massage from a student to a Host should be declined immediately by a Host. Hosts should never offer to massage a student. Both of the above cases cross intimacy boundaries and can lead to complicated misunderstandings and/or charges. Massage is strictly forbidden in a homestay situation.
- Babysitting/ child minding and dog walking are areas which Hosts should not suggest to any students placed in your home for obvious reasons. It can put a student in an awkward position of not wanting to refuse a Host's request. These requests can often create resentment for a student. It is not the student's responsibility to care for Hosts children or pets.
- Informing the Homestay Coordinator of any health or other issues which would arise that would affect the Host's ability to host a student.
- Make a concerted effort to be aware of the International student's general whereabouts at all times but taking into account the student's age and maturity.
- Hosts who provide transport to a homestay student must ensure the car they are travelling in is compliant with New Zealand driving standards, e.g.: warranted, registered and insured and that you hold a current valid driver's licence.
- Hosts must abide by New Zealand law.
- The school reserves the right to withdraw a student from a homestay without explanation.



## Terminating the student stay for Hosts or Wakatipu High School

Please acknowledge that the arrangement to host a particular student may be terminated by either the Host or the Student with 7 nights notice. There are occasions where hosting a student does not work well for a Host family and in this case please ring the International Department to inform us that you wish to terminate the students stay with you.

The Homestay Coordinator reserves the right to terminate a Homestay placement at any time and the payment will only be made for days the Homestay student stayed in the homestay. In some cases with short term Group students it may be decided to move a student without the seven night notice period due to the shortness of the Group students stay in Queenstown.

## Code of Practice – what is this and how does it affect Homestay Providers?

The Education (Pastoral Care of International Students) Code of Practice 2016 was developed by the Government and is administered by the New Zealand Qualifications Authority – NZQA. The New Zealand international education industry is made up of a wide range of provider operations from schools to tertiary institutions. Because of this there is no “one size fits all” when designing systems and services to help ensure the best care for international students; education providers must understand their own unique path to actively support their international students and continually look to improve what they do.

Wakatipu High School is an Education Provider and a signatory to The Education (Pastoral Care of International Students) Code of Practice 2016 which means we must meet the legislative outcomes set by the Code.

As a Signatory to the Code our Homestay Service is governed by the guidelines in the Code which includes requirements and regulations for homestay. Some of the areas covered are Safety and Well-being of the international student – to ensure students are placed in a safe and comfortable living environment, especially for those students coming to a new country and culture, and might be away from home for the first time without friends and family nearby. It is our responsibility to ensure the accommodation is fit for purpose. Guidelines for homestay centre around: the age of the student, best practice, a safe physical and emotional environment, security, standards, students bedroom minimum requirements, safety guidelines in the home, under 18 guidelines, training of Host and Student through Orientations, pastoral care guidelines etc. The website for the new Education (Pastoral Care of International Students) Code of Practice 2016 is [nzqa.govt.nz/providers-partners/education-code-of-practice/](http://nzqa.govt.nz/providers-partners/education-code-of-practice/) for your interest.

- Police vets
- Reference checks - (all adults plus those staying over 5 nights)
- Homestay visits every 6 months

## Police clearance

**Code of Practice requirement:** Police vetting forms are required for all family members/ residents who live in the family home who are +18 years of age. As your children turn 18 please contact the International Department to inform them that your child will require Police Clearance. This would include new partners/ boarders/relatives that may move into your home for more than 5 nights. In some cases this would also include your children who had previously left home and decide to return to the family home to live.

**Important note:** If any member of your household is convicted of a crime the International Office must be notified immediately.

## Problems / challenges

If you are experiencing any problems, please liaise with the International Department to talk about how things are going for you. The staff are available for support and to assist you with any difficulties you may be experiencing. It is important to discuss with your student about any small issues quickly in a calm and appropriate manner. By discussing problems early means it may be solved relatively quickly for both the Host and the student.

Hosts should try hard to not raise your voice or show any frustration on your face to the student when discussing a problem with them as the student may interpret this as anger. In favour of this we suggest a calm approach without heated emotions – staying focused on the facts. Feel free to speak to us about any issue which arises as early as possible.

If your student is experiencing difficulties, listen and offer advice. Encourage your student to speak with our staff who are here to help them. Be aware your student may experience homesickness in the first few weeks and Hosts should reassure them and direct them to the International Office staff.

## Payments to host families

Please provide bank details for payment purposes. Currently, payments are processed fortnightly by direct credit and are paid two weeks in arrears. Payments are made to your account on the first Tuesday following the end of the fortnight. Please do not discuss homestay payments with the student.

**Hosts must agree to not enter into any private arrangements with the Homestay student.**

## Inland Revenue

Payments received by Host families will represent income and it will therefore be important that the Host family considers the income tax position. The Host family need to be aware of and responsible for their tax obligations.

The IRD Rental Income Guide IR 264, or the IRD website provide additional information and guidance in this area which is: [ird.govt.nz](http://ird.govt.nz)

## A Final Word

We hope that the information presented in this document will assist you with enjoying a happy and rewarding homestay. We believe that these students have much to offer our families, school and community and we are personally excited to be a part of this programme.

Finally, thank you again for offering to provide homestay accommodation for our international students. In doing so, you are making a major contribution to Wakatipu High School's International Student Programme, and through this, to the education of our young people.

We send you and your student our good wishes and trust that you will have a rewarding time together. Please do not forget that we will be pleased to answer or discuss any questions that you have and that we are always happy to assist in any way that we can.



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