

Annual School Homestay Program Information Night 2024

International Student Program (ISP)



**THE
EDUCATION
STATE**

VICTORIA
State
Government

Department
of Education



VICTORIA Victorian Government Schools
International Student Program



**NORTHCOTE
HIGH SCHOOL**

Department of Education CRICOS Provider Code 00861K

agenda

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Introducing Our ISP Team at Northcote HS

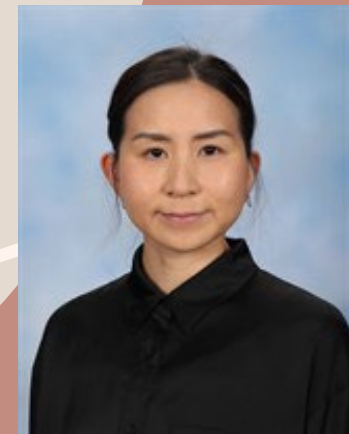
Effective protection in the homestay program relies on teamwork between the school arranged homestay providers, Northcote High School, the Department's International Student Program, and the relevant laws. Open communication is essential for success. Your designated contact person, such as the International Student Coordinator (ISC) Jocelyn and, the two ISP administrators, Joo Hee and Zoe, are always for you for support and information.



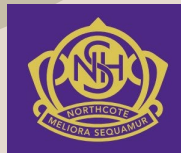
Jocelyn Hill
Director of Global Education / ISC (International Student Coordinator)



Joo Hee An
ISP Administration



Zoe Lee
ISP Administration



Homestay Laws and Regulations



1. Overview of Homestay Laws:

- **Objective :** Homestay laws are established to ensure the safety and well-being of both students and hosts. They are crucial in creating a secure environment for students who are often young and away from their families.
- **Scope:** These regulations cover various aspects of the homestay arrangement, including accommodation standards, host responsibilities, and student rights.

2. Key Benefits:

- **Consistency:** Ensures that all homestay arrangements follow the same set of rules and standards, providing a reliable and predictable environment for students.
- **Transparency:** Clarifies the rights and responsibilities of both students and hosts, helping to build trust and prevent disputes.
- **Fairness:** Ensures that the program operates equitably, treating all participants with respect and impartiality.

Homestay Laws and Regulations (Cont.)

3. Student Protection:

- **Vulnerability:** Students, especially minors, may feel overwhelmed as they adapt to a new culture, language, and away from their familiar support systems.
- **Support Systems:** Laws are designed to address these vulnerabilities by providing clear guidelines for safe and supportive interactions between students and hosts.

4. Host Protection:

- **Clear Guidelines:** Regulations provide hosts with a framework for their responsibilities and rights, reducing ambiguity and potential conflicts.
- **Legal Safety:** Compliance with these laws helps hosts avoid legal issues and ensures that they are operating within the bounds of the law.



Homestay Laws and Regulations (Cont.)



5. Training and Compliance:

- **Importance of Training:** Participating in training helps you understand and implement these laws effectively, ensuring that you are well-prepared to handle any situations that may arise.
- **Adherence to Laws:** Complying with regulations protects both the student and yourself by establishing clear boundaries and procedures, which helps in managing potential challenges and maintaining a positive homestay experience.

6. Outcome:

- **Safeguarding Experience:** By following these laws and engaging in required training, you create a safe and supportive environment for students, while also protecting yourself from legal and procedural issues.

What to Provide for Your Student

1. Accommodation:

- **Private Room:** Ensure the student has their own room for privacy and comfort.
- **Study Facilities:** Provide a suitable space and resources for studying.

2. Meals and Snacks:

- **Three Healthy Meals a Day:** Offer balanced meals that meet the student's dietary and medical needs.
- **Snacks:** Provide additional snacks as needed.

3. Access to Facilities:

- **Shared Living Spaces:** Allow the student access to common areas and facilities in your home.



Orientation for Your Student

1. Importance of Orientation

- **Policy Requirement:** Orientation is essential and mandated by the international student policy.
- **Foundation for Belonging:** Helps students feel safe, informed, and integrated into their new environment.

2. Home and Local Area Tour



- **Home Tour:** Show them around your home.
- **Local Area:** Introduce them to nearby shops, public transport, and routes to school.

3. Safety Information and Household Protocols

- **Security Measures:** Explain your home's security practices.
- **Phone & Internet:** Use: Clarify guidelines for using the phone and internet.
- **Meal Expectations:** Discuss mealtime routines and dietary guidelines.
- **Curfews and Visitors:** Set clear expectations regarding curfews and having visitors.



Orientation for Your Student (Cont.)

Student Safety Card & Homestay Emergency Contact Card

Review with Student: Go through the Student Safety Card provided by the school.

Essential Information: Ensure they understand how to seek help and the importance of keeping the card with them.

Backup Plan: Keep a photo of the card in both your phone and theirs.

Student Safety Card (front)



Student details

Homestay Contact details

Student Safety Card (back)



ISC Number, 24/7 Emergency Contact No.

School hour Contact No.

Insurance

1. Insurance Renewal

- **Student's Belongings:** Ensure your insurance covers both your student's belongings and your own.
- **Legal Liability:** Minimum coverage should be \$20 million for legal liability.

2. Coverage Requirements

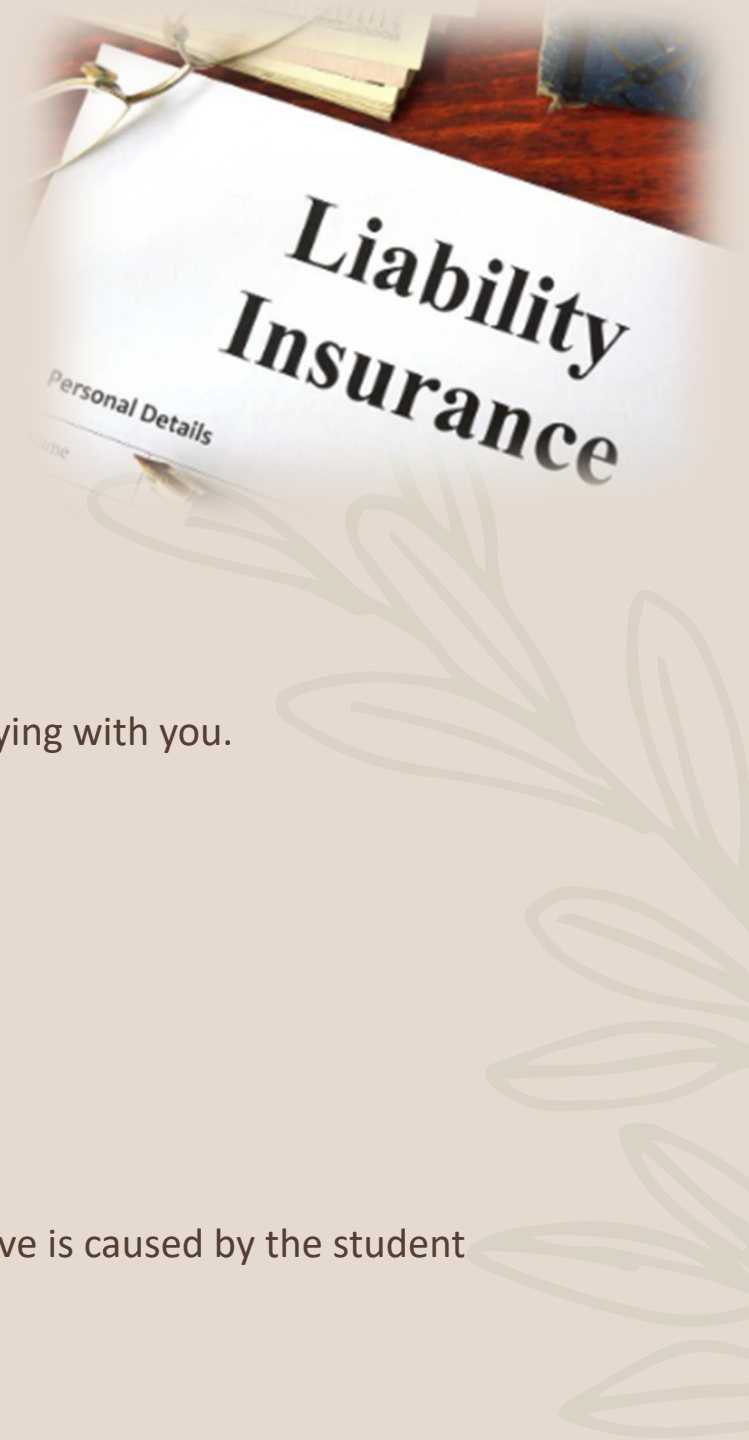
- **Personal Injury:** Insurance must cover personal injury to the student while they are staying with you.
- **Accidental Damage:** Include coverage for any accidental damage that might occur.

3. Homeowners vs. Renters

- **Homeowners:** Must have home and contents insurance.
- **Renters:** Must have contents insurance.

4. Reporting Damage

- **Immediate Reporting:** Inform the ISC immediately if any damage occurs that you believe is caused by the student beyond normal wear and tear.



Child Safety Laws and Mandatory Reporting



1. Child Safety and Training

- **Mandatory Training:** Participation in Northcote HS's Child Safety training is required.
- **Awareness:** Familiarise yourself with Child-Safety and Mandatory Reporting laws.

2. Reporting Requirements

- **Immediate Reporting:** If you become aware of any allegations of child abuse, you must report them immediately to your International Student Coordinator (ISC).
- **Legal Obligation:** The law mandates reporting, regardless of certainty or doubt about the allegation's truth.

3. Key Points to Remember

- **Any Source, Any Context:** Allegations must be reported regardless of where or how you hear them.
- **Uncertainty:** Report even if you are unsure of the truth of the allegation. The law prioritizes child safety over uncertainty.



Breaches of Homestay Responsibility Agreement



Homestay providers have a duty of care to keep the student safe and provide adequate supervision.

Homestay providers may be in breach of the Homestay Responsibility Agreement if they fail to provide adequate care, including in the following circumstance.

1. Failure to provide the child with an adequate standard of nutrition, medical care, shelter or supervision
2. Failure to disclose important information or provides false information to the school which impacts the student's safety.
3. Failure to report any actual or suspected instances of child abuse or instances of harm to the student's wellbeing or welfare to the school.
4. Having engaged or is reasonably believed by the school to have engaged in, fraud (such as exploiting student financially, collusion, improper, dishonest or criminal conduct or any other serious misconduct.



NHS SUSPECTED CHILD ABUSE REPORT FACT SHEET

Protecting Children/International students from Abuse for Homestay Parents

Children have the right to be safe and protected at school, at home and in the community. As adults we play a critical role in protecting them from all forms of abuse.

As a **homestay parent**, you have the responsibility for protecting and caring for **homestay students**. You also play a critical role in identifying and responding to suspected abuse within the community. In fact, it may amount to a criminal offence if you fail to report suspected child sexual abuse.

What is child abuse?

Child abuse means actions that hurt a child or teenager. Child abuse can include physical abuse, sexual abuse, grooming, emotional or psychological harm, neglect or family violence.

What are the signs that a child has been abused?

There are a range of physical and behavioural indicators of child abuse.

- A change in a child's behaviour e.g. withdrawal, regressive behaviour
- Physical indicators of abuse, e.g. unexplained bruise
- An inappropriate relationship between an adult and a child, e.g. unexplained gifts or phone/email contacts.

REPORTING ABUSE (Please also refer to Northcote High School Critical Actions for Homestay families)

What should I do if I suspect that *my homestay student* has been abused?

If you believe the homestay student has been abused, or is at risk of being abused, contact Victoria Police immediately via the local police station or on 000 if it's an emergency.

What should I do if I suspect that *another child* has been abused?

If you suspect the student's friend has been abused, or is at risk of abuse (such as physical abuse) you should report immediately to the Department of Health and Human Services (DHHS) Child Protection (see contact details at the end of this fact sheet).

- If you suspect a child has been sexually abused, you must also report your concerns to the Victoria Police. You may be committing a criminal offence if you fail to do so.
- You should report even if you're not sure. It is the role of authorities to investigate your concerns and determine if any further action needs to be taken.

What should I do if I have new grounds that the homestay student/child is being abused?

- You should report to DHHD Child Protection or Victoria Police if you have new grounds for believing that a child/homestay student is being abused, even though they have previously investigated and dismissed your report.
- Every report is critical as it builds evidence and helps authorities gain a clearer understanding of risks to the student.

What happens if someone at Northcote High School suspects that my homestay student has been abused?

All staff members at Northcote High School are required to report suspected child abuse to DHHS, Child Protection and, in some circumstances, to Victoria Police.

The school will contact you as soon as possible, unless they have been advised not to do so by authorities. Where appropriate the school will work with you to ensure the student is provided with support, which may include referring them to wellbeing professionals.

HELP TO KEEP HOMESTAY STUDENTS SAFE

Where appropriate have a chat to homestay student/students and make sure that they know that no one is allowed to threaten, hurt or touch them in a way that makes them feel uncomfortable.

Northcote High School will also be supporting international students in learning about their rights to be safe and respected.

If you have any concerns about the student talk to the principal or another staff member at the school about your concerns. You can also raise this matter with DHHS Child Protection and the Victoria Police.

Please visit www.education.vic.gov.au/protect for more information.

CONTACT INFORMATION

Victoria Police (24 hour services)	000
Department of Health and Human Services Child Protection (After hours emergency services)	131 278 (5:00pm-9:00am Mon-Fri, 24 hours on weekends and public holidays)
Department of Health and Human Services Child Protection Northern Division (LGAs)	Local Government Areas (LGAs) Brimbank, Hobson Bays, Maribyrnong, Melbourne 1300 664 977 (8:45am – 5:00pm)
Department of Education and Training South Eastern Victoria	General enquiries: 1300 333 232 General enquiries: 1300 338 738
Northcote High School (NHS)	General office: (03) 9488 2300 International Student Office: (03) 9488 2334 Year Level Program Leaders: - Year 10: (03) 9488 2227 - Year 11: (03) 9488 2286 - Year 12: (03) 9488 2312
NHS International Student Program International Student Coordinator ISC ISC Assistant	0431 446 823 0407 255 285

Student: _____ Host: _____



Child Safe Code of Conduct

All staff, volunteers and community members of Northcote High School are required to observe Child Safe principles and expectations for appropriate behaviour towards and in the company of children. They are responsible for supporting the safety, participation, wellbeing and empowerment of children by:

- Upholding Northcote High School's Child Safe Policy at all times
- Taking all reasonable steps to protect children from abuse
- Treating everyone with respect
- Listening and responding to the views and concerns of children, particularly if they are telling you that they or another child has been abused and/or worried about their safety or the safety of another
- Promoting the cultural safety, participation and empowerment of Aboriginal children (for example, by never questioning an Aboriginal child's self-identification)
- Promoting the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds (for example, by having a zero tolerance of discrimination)

- Promoting the safety, participation and empowerment of children with a disability (for example, during personal care activities)
- Ensuring as far as practicable that adults are not left alone with a child
- Reporting any allegations of child abuse to the School Principal, and ensure any allegation is reported to Victoria Police or Child Protection/DHHS
- Reporting any child safety concerns to a member of the school international student team, wellbeing team, relevant school manager, school administration and/or the School Principal.
- If an allegation of child abuse is made, ensure as quickly as possible that the children are safe
- Encouraging children to 'have a say' and participate in all relevant organisational activities where possible, especially on issues that are important to them

Staff and Volunteers must not:

- Exhibit behaviours with children which may be construed as unnecessarily physical (for example, inappropriate bodily contact)
- Put children at risk of abuse (for example, leaving them inappropriately supervised)
- Do things of a private nature that a child can do for themselves (for example, toileting or changing clothes)
- Engage in open discussions of a mature or adult nature in the presence of children (for example, discussing personal social activities)
- Use inappropriate language in the presence of children

- Express personal views on cultures, race or sexuality in the presence of children
- Discriminate against any child, including because of culture, race, ethnicity or disability
- Ignore or disregard any suspected or disclosed child abuse
- Have any inappropriate online contact with a child or their family

Agreement

I have read and been provided a copy of all relevant documents and agree to adhere to the guidelines contained within, for the safety of all children. Additionally, by observing these standards I acknowledge my responsibility to immediately report any breach of this code to the school principal so that appropriate actions can be taken to support and protect the child.

Name of Homestay: _____

Signature of Homestay: _____ Date _____

The Child Safe Code of Conduct agreement form, along with the Homestay Responsibility Agreement, is provided to every school-arranged homestay host when a student is assigned to their homestay.

Working with Children Check (WWCC)

1. Purpose of WWCC

- **Supports Child Safety Laws:** Ensures all adults in the household are vetted for child safety.
- **Mandatory Requirement:** Every adult living in your home must have a WWCC.

2. Application Process

- **Easy Online Application:**
The WWCC can be easily applied for online.

3. Information for ISC

- **Required Details:** Provide IS Admin with the date of birth and contact details of all adults in your home, along with their ID.
- **Household Changes:** Notify IS Admin of any changes, such as new adults moving in or current adults leaving.
- **WWCC Status Changes:** Inform IS Admin immediately of any changes in the WWCC status of any adult in your home.

Add your digital Working
with Children Check card



Review your details

Review your details. If you find a mistake,
use 'edit' to correct it.

Details

All given names in full

Jane Doe

Family name

Doe

Date of birth

01/08/1975

WWCC card number

0944739A

Edit

Submit

Working with Children Check (WWCC) (Cont.)

4. Definition of Adult

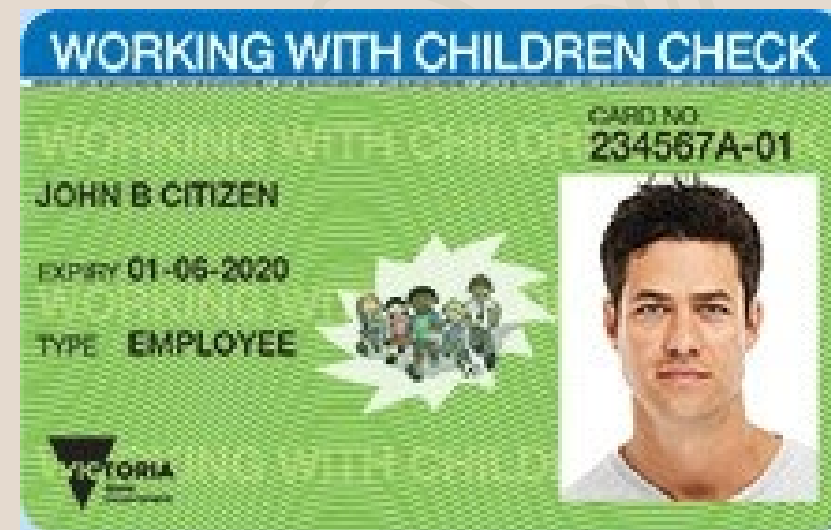
- **Age Criteria:** An adult is anyone over the age of 18.
- **Including:** Your own children over 18 and any international student staying with you who turns 18.

5. Extended Stay Requirements

- **30 Days or More:** Any adult staying in your home for 30 days or more in a year, even irregularly, needs a WWCC.

6. Special Consideration

- **International Students Over 18:** If you have an international student over 18, they need a WWCC and are also considered a child in need of protection.



Your Role in Critical (Serious) Incidents and Emergencies

1. Immediate Actions

- **Emergency Response:** Call triple zero (000) and provide first aid if needed.
- **Contact ISC:** Notify your International Student Coordinator (ISC) , Jocelyn immediately. Keep their contact details readily accessible.

2. Communication Protocol

- **ISC Responsibility:** The ISC will contact the student's parents or legal guardian.

3. Critical Incident Planning

- **School's Obligation:** Schools must have a critical incident plan in place.
- **Annual Training:** As a homestay host, you are required to participate in the school's annual critical incident training.

4. Preparedness

- **Know the Procedures:** Ensure you are familiar with the procedures and know what to do in case of an emergency.
- **Stay Informed:** Regularly update yourself on any changes in the critical incident planning and training.





NORTHCOTE HIGH SCHOOL CRITICAL ACTIONS FOR HOMESTAY FAMILIES

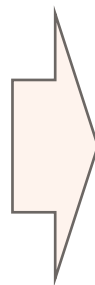
Responding to Incidents, Disclosures and Suspicions of Child Abuse

YOU SHOULD TAKE ACTION:

As a homestay parent, you play a **critical role** in protecting children in your care.

You should act, by following the critical actions, as soon as you witness an incident, receive a disclosure or formal reasonable belief that a child has, or at risk of being abused.

You should act if you form a suspicion and or reasonable belief, even if you are unsure and have not directly observed child abuse (e.g. if the victim or another person tells you about the abuse)



ACTION 1. RESPONDING TO AN EMERGENCY

If there is no risk of immediate harm go to ACTION 2

If a child is at immediate risk of harm you must ensure their safety by:

- separating alleged victims and others involved
- administering first aid if you can
- call 000 for urgent medical and/or police assistance to respond to immediate health or safety concerns
- identifying a contact person at the school for future liaison with Police

Where necessary you may also need to maintain the integrity of the potential crime scene and preserve evidence.



ACTION 2. REPORTING TO AUTHORITIES

You should report all incidents, suspicions and disclosures of child abuse as soon as possible. Failure to report physical and sexual child abuse may amount to a criminal offence.

VICTORIA POLICE: If you believe a child has been abused, or is at risk of being abused, contact local police station or on 000 if it's an emergency.

You must report all instances of suspected sexual abuse (including grooming) to Victoria Police.

GOVERNMENT SCHOOL – NORTHCOTE HIGH SCHOOL (NHS): You should also report the suspected abuse to the School Principal at Northcote High School on (03) 9488 2211 and/or year level program leaders:

Year 10: (03) 9488 2227

Year 11: (03) 9488 2286

Year 12: (03) 9488 2312

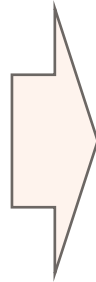


NORTHCOTE HIGH SCHOOL CRITICAL ACTIONS FOR HOMESTAY FAMILIES

Responding to Incidents, Disclosures and Suspicions of Child Abuse

ACTION 3. CONTACTING PARENTS

The school principal is responsible and must consult with DHHS Child Protection or Victoria Police to determine what information can be shared with parents.



ACTION 4. PROVIDING ONGOING SUPPORT

Northcote High School must provide support for children impacted by abuse. This should include the development of a Student Support Plan or Safety Plan, referral to wellbeing professionals, etc. NHS will work with you to ensure your homestay student is provided with appropriate support.

You **must** follow the Critical Actions every time you become aware of a further instance or risk of abuse. This includes reporting new information to authorities.

If you believe that a child is not subject to abuse, but you still hold significant concerns for their wellbeing you should still act.

This may include seeking advice from the school or Victoria police

Supervision of Your Student

1. Key Supervision Rules

- **Awareness:** Always know where your student is and who they are with, both day and night.
- **ISC Guidance:** If unsure about anything, ask your International Student Coordinator (ISC) for the exact parameters.

2. Communication with ISC

- **Unexpected Situations:** Inform your ISC immediately if, for any reason, you are unable to supervise your student as required.

3. Specific Guidelines

- **No Babysitting:** Your student cannot supervise younger children or act as a babysitter.
- **Water Safety:** Provide extra supervision around water (pools, beaches, rivers) as many international students may not know how to swim or understand the risks.



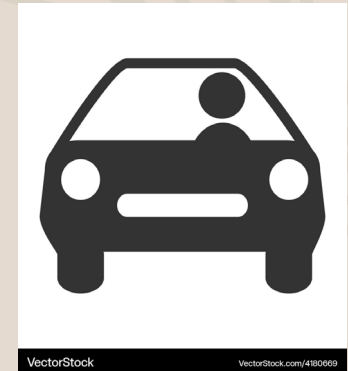
Supervision of Your Student (Cont.)

4. Students Over 18 & Driving Rules:

- **Road Rules:** Must follow all road regulations.
- **Household Rules:** Adhere to your household's specific driving rules.
- **School Permission:** Must have permission from the school, which has its own Student Driving Policy.
- **ISC Consultation:** Discuss with your ISC beforehand.

5. Trips with Your Student During School Holidays

- **Holidays Parental / Guardian Permission:** Obtain permission from the student's parents or legal guardian.
- **School Approval:** Ensure the school approves the trip and completes necessary documentation.
- **Planning:** Coordinate with your ISC to plan and ensure all requirements are met.



Supervision of Your Student (Cont.)

6. Student Communication

- **Informing You:** Your student must update you about:
- **Location:** Where they are and who they are with.
- **Plans:** If they'll be home late or going out with friends.

7. Immediate Action

- **Unauthorized Absence:** If the student goes somewhere without permission or you cannot contact them for a couple of hours, contact your ISC immediately.

8. Keeping the School Informed

- **Ongoing Communication:** Regularly update the school on the student's whereabouts and activities.
- **ISC Support:** Reach out to your ISC if you have concerns about:
- **Part-Time Work:** Any issues related to the student's employment.
- **High-Risk Activities:** Including dangerous places, curfew violations, or involvement with drugs or alcohol.



*ISC Number, 24/7
Emergency Contact No.*


19-25 St Georges Rd, Northcote VIC 3070
Telephone: +61 3 9488 2300 Website: www.nhs.vic.edu.au
Email: international@nhs.vic.edu.au

EMERGENCY CONTACTS
NHS Director of Global Education
Jocelyn Hill (03) 9488 2334 (M) 0431 446 823 (After-hours)
jocelyn.hill@education.vic.gov.au
NHS Principal
Chris Jones (03) 9488 2300 Chris.Jones@education.vic.gov.au
International Student Office
(03) 9488 2334 (M) 0407 255 285

For police, fire or ambulance call 000

Complaints and Appeals regarding a school can be made to the Department of Education (International Education Division) on (03) 7022 1000
Department of Education CRICOS Provider Code 00861K

Helping Your Student at School

1. Support Responsibilities

- **Academic Responsibility:** You are not responsible for ensuring the student passes their subjects or arranging tutoring.
- **Encouragement:**
 - Homework:** Support and encourage them with their homework.
 - Preparation:** Help ensure their school uniform and sports gear are ready when needed.

2. Daily Assistance

- **Morning Routine:** Assist with getting up on time and arriving at school, especially if the student is struggling with fatigue.
- **Attendance Requirements:** International students have strict attendance requirements. Your support in this area is crucial.

3. Communication with ISC

- **Absence or Lateness:** Inform your ISC if the student will be absent or late. Concerns: Contact your ISC for advice and support regarding the student's welfare, academic progress, or attendance issues.



*ISC Number, 24/7
Emergency Contact No.*

 NORTHCOTE HIGH SCHOOL
19-25 St Georges Rd, Northcote VIC 3070
Telephone: +61 3 9488 2300 Website: www.nhs.vic.edu.au
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Homestay Conflict Resolution Guidelines



1. Open Communication:

- **Encourage Honest Dialogue:** Both students and host families should feel comfortable expressing their concerns and feelings openly.
- **Regular Check-Ins:** Schedule regular meetings to discuss how things are going and address any minor issues before they escalate.

2. Understanding and Respect:

- **Cultural Sensitivity:** Both parties should be aware of cultural differences and show respect for each other's customs and practices.
- **Active Listening:** Listen to each other without interrupting and try to understand the other person's perspective.

3. Identify the Problem:

- **Clear Definition:** Clearly define what the conflict is about. Both parties should state the problem as they see it.
 - **Avoid Blame:** Focus on the issue, not the person. Use “I” statements instead of “You” statements. (e.g., “I feel uncomfortable when...” instead of “You always...”)
-

Homestay Conflict Resolution Guidelines (Cont.)



4. Seek Solutions Together:

- **Brainstorming:** Both parties should suggest possible solutions to the problem.
- **Compromise and Agreement:** Find a middle ground where both parties can agree on a solution.

5. Involve School if Necessary:

- **Program Coordinator (ISC):** If the conflict cannot be resolved between the student and the host family, involve the International Student Coordinator(ISC) &/or the School Principal.
- In cases of serious conflict, consultation sessions with the school's wellbeing office might be necessary.

6. Follow-Up:

- **Monitor the Solution:** After reaching an agreement, both parties should monitor the situation to ensure that the solution is effective.
- **Adjust if Needed:** Be willing to make adjustments to the agreement if it's not working out as planned.

Homestay Conflict Resolution Guidelines (Cont.)



7. Documentation:

- **Record Keeping:** Keep a written record of the conflict, the agreed-upon solution, and any follow-up actions. This can help prevent future misunderstandings.



8. Emergency Protocols:

- **Immediate Actions:** In cases where the conflict poses a risk to the safety or well-being of either party, follow the emergency protocols outlined by the school homestay responsibility agreement and Child Safe Code of Conduct. If necessary, contact local authorities or emergency services (000) and inform the school immediately using the provided School Emergency Card.

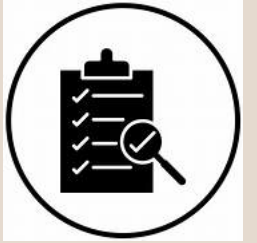


9. Follow-Up:

- **Monitor the Solution:** After reaching an agreement, both parties should monitor the situation to ensure that the solution is effective.
- **Adjust if Needed:** Be willing to make adjustments to the agreement if it's not working out as planned.

Resolving disputes regarding damages and repairs in homestay settings:

1. Initial Assessment: Upon discovery of damages, both the homestay student and host should conduct a thorough assessment of the issue. This includes documenting the damage with photographs and written descriptions.



2. Notification: The homestay student should promptly notify the host about the damage in writing or through an agreed-upon communication channel. It's essential to provide clear details about the nature of the damage and when it occurred.



3. Discussion with School: Both parties should attempt to resolve the issue amicably through discussion with school.

4. Quotation and Approval: Once a resolution is agreed upon, the host should obtain a quotation for the repair or replacement of the damaged item(s). The quotation should be shared with the homestay student/parent for approval before proceeding with any repairs.



5. Repair Process: Upon approval of the quotation, the host can proceed with the repair process. They should keep the homestay student informed about the progress and any unforeseen changes in cost or timeline.

6. Cost Allocation: The agreed-upon costs for repair or replacement should be shared between the homestay student and host according to the terms and conditions agreed upon at the beginning of the homestay arrangement.



Conflict Scenarios and Resolutions

Case Study 1.

Curfew Disagreement:



- **Issue:** A student consistently misses the host family's set curfew.
- **Resolution:** The student and host family discuss the reasons behind the curfew and the student's need for flexibility. They agree on a compromise curfew time and the importance of communication if the student will be late.

Case Study 2.

Dietary Preferences:



- **Issue:** The host family serves food that the student does not like or cannot eat due to dietary restrictions.
- **Resolution:** They discuss the student's dietary needs and preferences. The host family adjusts the meals to accommodate these needs, and the student agrees to communicate any further issues immediately.

Conflict Scenarios and Resolutions (Cont.)

Case Study 3.

Household Chores:

- **Issue:** The student feels overwhelmed by the amount of household chores expected.
- **Resolution:** The host family and student sit down to discuss and list the chores. They agree on a fair distribution of tasks that respects the student's study time and other commitments.

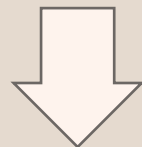
These guidelines and example scenario study can help both students and host families navigate conflicts and maintain a positive and supportive homestay environment.



Standard Dietary Meals for Secondary Students in Homestay

In Australia, homestay hosts for secondary students (13 – 18 years old) typically provide meals that meet the standard dietary requirements and nutritional needs of teenagers.

Here are some common expectations for meals provided by homestay hosts:



Common expectations for meals provided by homestay hosts:



Breakfast	Options	Cereal with milk, toast with spreads (such as butter, jam, or Vegemite), fruit, yogurt, and occasionally cooked breakfast items like eggs or bacon
	Beverages	Milk, juice, tea, or (coffee – depends on ages)
Lunch	Packed Lunch	Leftovers from dinner, hot meals, individual preference options (Asian style lunch like noodles and rice dishes), sandwiches or wraps with a variety of fillings (e.g., cheese, ham, chicken, beef, salad), fruit, a snack item (e.g., a muesli bar or yogurt)A drink (e.g., water or juice)
	School Canteen	Sometimes students may purchase their lunch from the school canteen. In such cases, hosts might provide lunch money or assist in preparing a lunch pack.
Dinner	Main Meal	A balanced meal typically consisting of a protein source (such as chicken, beef, fish, or legumes), vegetables, and a carbohydrate (like rice, pasta, or potatoes).
	Cultural Variety	Hosts might include a variety of dishes reflecting both Australian and international cuisine, depending on their background and preferences.
	Beverages	Water, juice, or milk
Snacks	Healthy Options	Fruit, nuts, yogurt, cheese and crackers, or homemade baked goods
	Occasional Treats	Biscuits, cakes, or other treats may be provided, but these should be balanced with healthier options.

Survey Responses Results Breakdown 2024

25/06-2024 – 14/07/2024, Total respondents: 22 responded by the current school arranged homestay providers

Key Areas Covered at Our Information Session

List of the main area respondents were interested in:

- Responsibilities and expectations of being a homestay host
- Application process and requirements
- Benefits and rewards of hosting
- Updates on program policies and procedures
- Cultural exchange opportunities
- Resources and support services
- Connecting with other hosts
- Addressing questions with program coordinators

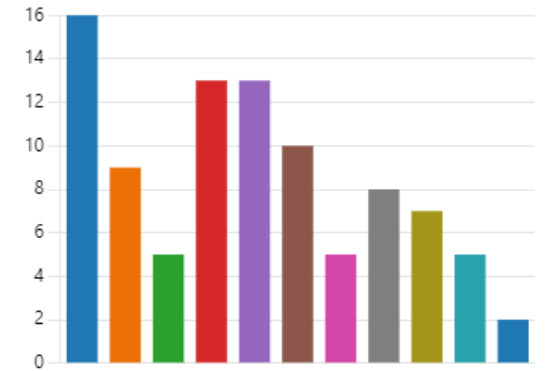
Most Common Responses:

- Gain a better understanding of the responsibilities and expectations of being a homestay host (Most mentioned)
- Receive updates on any changes or updates to the homestay program policies and procedures
- Connect with other current or prospective homestay hosts to share experiences and tips

3. Areas covered at our information session.

[More Details](#)

Gain a better understanding of t...	16
Learn about the benefits and re...	9
Obtain information on the appli...	5
Receive updates on any change...	13
Connect with other current or p...	13
Address any questions or conce...	10
Explore opportunities for cultur...	5
Access resources and support s...	8
Network with representatives fr...	7
Make an informed decision abo...	5
Other	2



Potential actions based on survey responses

- Enhance information sessions with more focus on popular areas. e.g., roles and responsibilities
- Provide regular updates on policies
- Facilitate networking opportunities among hosts

Survey Responses Results Breakdown 2024 (Cont.)

25/06-2024 – 14/07/2024, Total respondents: 22 responded by the current school arranged homestay providers

- How Long Have You Been Hosting International Students?



Hosting Experience and Duration

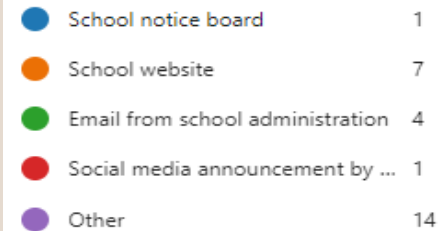
- Most respondents have been hosting for less than 5 years
- Significant number have been hosting for more than 10 years



Potential actions

- Tailor support and resources based on the duration of hosting experience
- Address specific needs of new and long-term hosts

- Where Did You Find Information About Seeking to Be a Homestay Host for the School?



School Homestay Marketing

- The majority found information through the school website and friends/word of mouth.
- Emails from school administration were also a significant source.



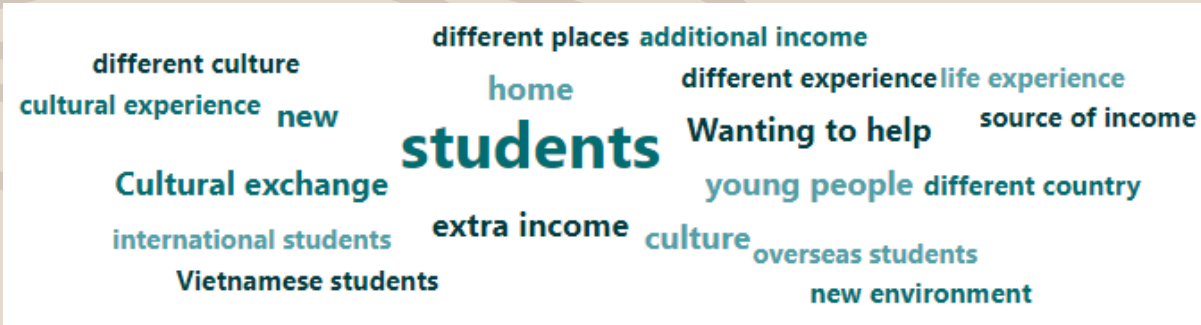
Potential actions

- Enhance visibility on the school website and social media
- Encourage word of mouth through existing hosts
- Increase email communication from school administration

Survey Responses Results Breakdown 2024 (Cont.)

25/06-2024 – 14/07/2024, Total respondents: 22 responded by the current school arranged homestay providers

• What motivated you to become a homestay host?



Motivations for Becoming a Homestay Host

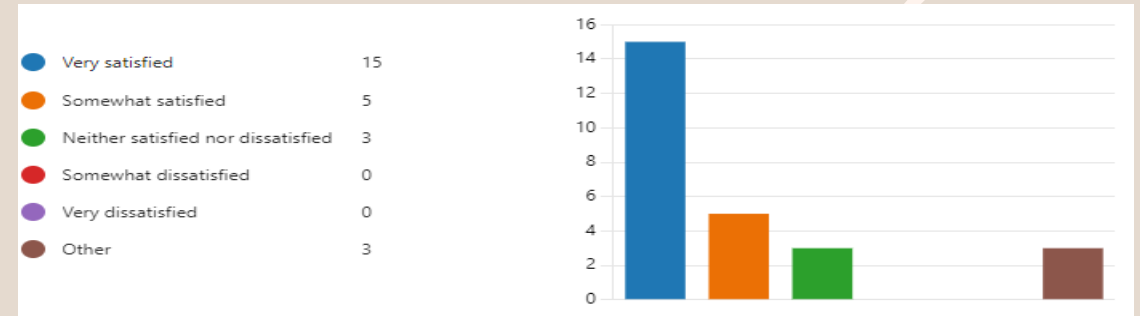
- The main motivations include cultural exchange, additional income, and helping others.
- Personal enjoyment and enriching children's experiences are also significant factors.



Potential actions

- Promote cultural exchange programs
- Highlight the benefits of additional income
- Emphasize the importance of helping others

• How satisfied are you with your experience hosting international students?



Host Satisfaction

- Majority of respondents (15) are very satisfied with their experience.
- - A smaller group (5) are somewhat satisfied.
- - Few respondents (3) are neither satisfied nor dissatisfied.
- - Some respondents (3) have not started hosting yet.



Potential actions

- Address concerns of those who are only somewhat satisfied or neutral
- Provide additional support and resources for new hosts

Survey Responses Results Breakdown 2024 (Cont.)

25/06-2024 – 14/07/2024, Total respondents: 22 responded by the current school arranged homestay providers

Challenges in Hosting International Students

Most Common Challenges Identified:

- Communication Barriers: 12 mentions
- Adjusting to Cultural Differences: 13 mentions
- Managing Conflicting Schedules: 10 mentions
- Resolving Conflicts: 8 mentions
- Ensuring Student Comfort: 5 mentions
- Handling Unexpected Emergencies: 4 mentions
- Addressing Dietary Restrictions: 5 mentions
- Balancing Privacy and Shared Spaces: 6 mentions
- Dealing with Homesickness: 4 mentions
- Maintaining Boundaries and Expectations: 4 mentions
- Not Started: 2 mentions

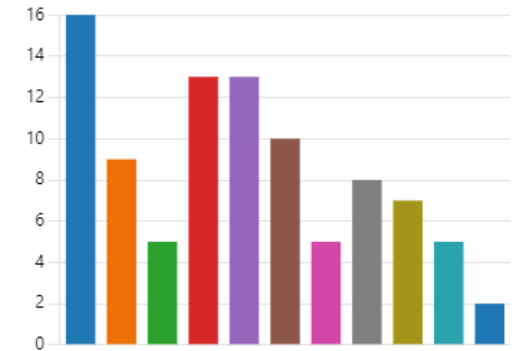
Key Sight

- **Most Common Challenges:** Adjusting to cultural differences and communication barriers are the top challenges reported by hosts.
- **Other Significant Issues:** Managing conflicting schedules and resolving conflicts are also frequently mentioned.
- **Minor Issues:** Challenges like homesickness, dietary restrictions, and unexpected emergencies are less frequently cited but still relevant.

3. Areas covered at our information session.

[More Details](#)

- Gain a better understanding of t... 16
- Learn about the benefits and re... 9
- Obtain information on the appli... 5
- Receive updates on any change... 13
- Connect with other current or p... 13
- Address any questions or conce... 10
- Explore opportunities for cultur... 5
- Access resources and support s... 8
- Network with representatives fr... 7
- Make an informed decision abo... 5
- Other 2



Potential actions

The survey reveals that while communication barriers and cultural differences are prominent challenges, hosts also face issues with schedules, conflicts, and student comfort.

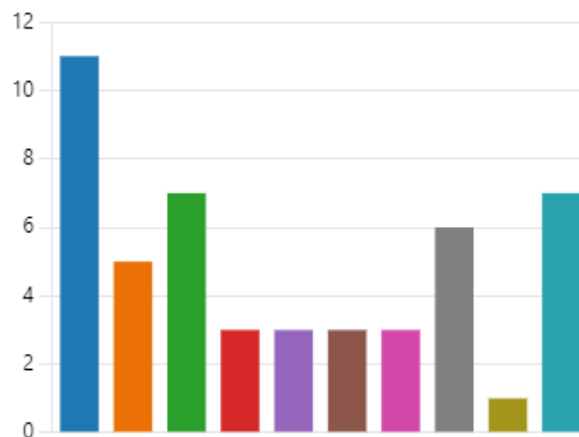
Recommendations: Provide resources and support for managing these challenges, such as cultural training and conflict resolution strategies.

Survey Responses Results Breakdown 2024 (Cont.)

25/06-2024 – 14/07/2024, Total respondents: 22 responded by the current school arranged homestay providers

• Suggested Improvements for the School Homestay Program

- Enhance communication between... 11
- Provide more comprehensive training... 5
- Increase support for hosts in managing... 7
- Offer additional resources or workshops... 3
- Improve the feedback mechanisms... 3
- Establish clearer guidelines and policies... 3
- Expand opportunities for cultural exchange... 3
- Provide ongoing support and resources... 6
- Enhance safety measures and protocols... 1
- Other 7



Key Insights

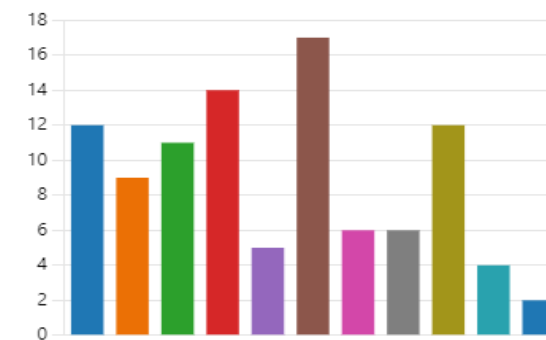
The survey highlights a strong desire for improved communication, ongoing support, and comprehensive training within the homestay program.

Potential actions

- Implement the suggested improvements to enhance the overall effectiveness of the homestay program and address the needs of both hosts and students.

• What do you find most rewarding about being a homestay host?

- Building meaningful connections with students... 12
- Sharing experiences and learning from each other... 9
- Creating a welcoming and supportive environment... 11
- Seeing students grow and succeed... 14
- Experiencing cultural exchange and diversity... 5
- Making a positive impact on someone's life... 17
- Fostering friendships that last beyond the program... 6
- Enhancing language skills through interaction... 6
- Feeling a sense of fulfillment by providing a home... 12
- Contributing to a global community... 4
- Other 2



Key Insights

The survey highlights that homestay hosts find significant reward in making a positive impact and building connections with students. Other aspects like providing a welcoming environment and seeing student growth also contribute to their satisfaction.

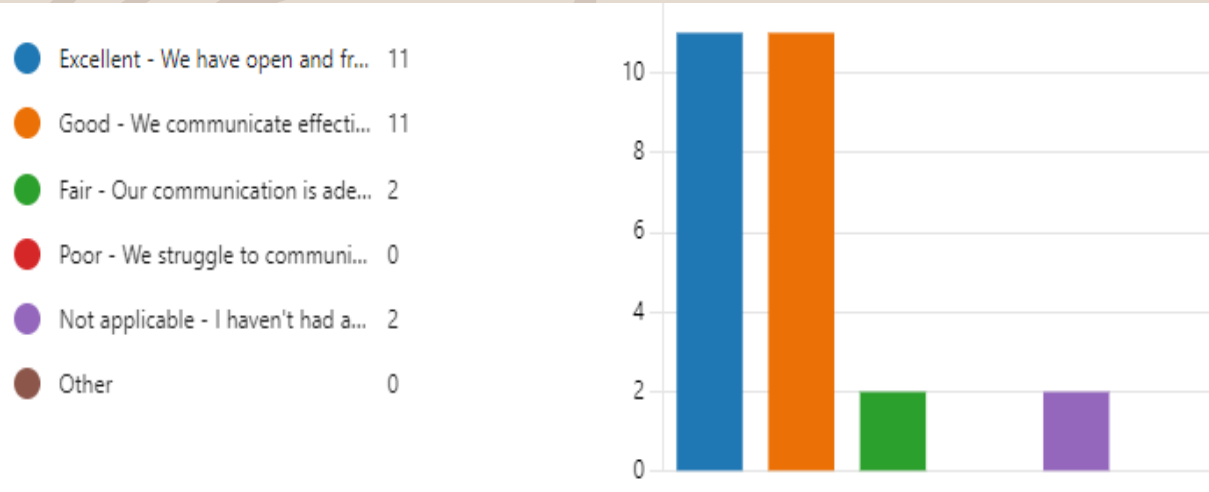
Potential actions

- Consider focusing on these rewarding aspects to enhance the homestay experience for both hosts and students.

Survey Responses Results Breakdown 2024 (Cont.)

25/06-2024 – 14/07/2024, Total respondents: 22 responded by the current school arranged homestay providers

• Communication with Students



Key Insights

The survey indicates that communication between hosts and students is generally strong, with a majority of hosts experiencing excellent or good communication. Next Steps: Focus on addressing any communication challenges and providing support where needed to ensure all hosts can achieve effective communication.

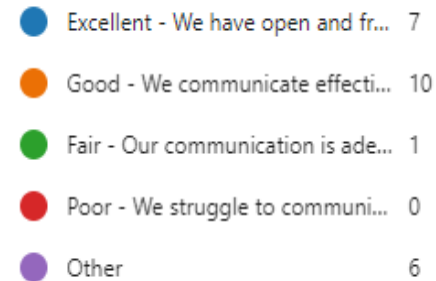
Potential actions (Recommendations)

- **For Hosts:** Continue fostering open and frequent communication with students. Address any communication challenges proactively.
- **For ISC:** Provide additional support or resources for hosts who report fair communication. Ensure that new hosts receive adequate preparation for effective communication.

• Communication with Students' Parents

12. How would you describe your communication with your student's parents?

More Details



Key Insight

The survey indicates that communication with students' parents is generally strong, with a majority of hosts reporting positive experiences.

Potential actions (Recommendations)

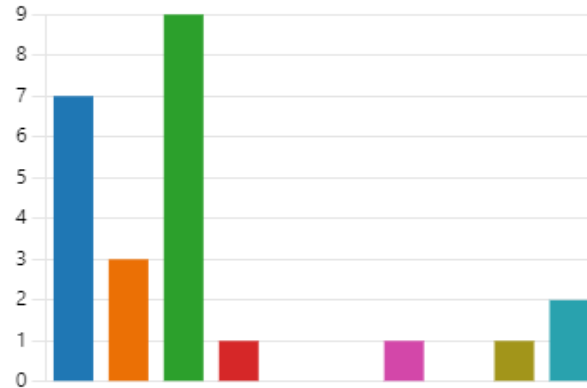
- **For Hosts:** Continue to foster open and frequent communication where it is already strong. Address communication challenges and seek to improve areas identified as needing attention.
- **For ISC:** Encourage hosts to establish or improve communication with students' parents where needed. Provide resources or support to address issues with non-existent or minimal communication.

Survey Responses Results Breakdown 2024 (Cont.)

25/06-2024 – 14/07/2024, Total respondents: 22 responded by the current school arranged homestay providers

• Future Consideration as a Homestay Host

Yes - I enjoy the experience of h...	7
Yes - Hosting guests has enrich...	3
Yes - I appreciate the additional ...	9
No - I have had challenges or n...	1
No - My circumstances have ch...	0
No - I would rather host tertiary...	0
Maybe - I would consider contin...	1
Maybe - I need more informatio...	0
Not applicable - I have not host...	1
Other	2



Key Insights

The majority of hosts are likely to continue hosting due to the benefits and personal rewards they experience, though attention should be paid to addressing any challenges or negative experiences.

Potential actions (Recommendations)

- Engage with hosts to understand and address any issues and ensure continued support and satisfaction.

• Suggestions for Improving the Homestay Experience

Key Insight

Strengths: General appreciation for the homestay program.

Areas for Improvement: Need for clear guidelines and better training for students and hosts. Desire for improved communication and support structures. Interest in creating a supportive online community for hosts.

Potential actions (Recommendations)

Consider implementing the suggested improvements to enhance the overall homestay experience


- **For ISC:** Implement clear guidelines and enhanced training for new students. Organize regular conferences and improve communication channels between hosts, students, and the school. Develop an online platform for hosts to connect and share experiences. Address student concerns collaboratively to maintain a positive homestay environment.






Survey Responses Results Breakdown 2024 (Cont.)

25/06-2024 – 14/07/2024, Total respondents: 21 responded by the current homestay students

4. How would you rate the cleanliness and comfort of your homestay accommodation?

[More Details](#)

 Insights

 Excellent	12
 Good	6
 Fair	3
 Poor	0
 Very uncomfortable	0



Key Insights

High Satisfaction: The majority of respondents (12 out of 21) rated their homestay accommodation as "Excellent" in terms of cleanliness and comfort.

Moderate Satisfaction: 7 respondents rated their experience as "Good," indicating general satisfaction but with potential areas for improvement.

Lower Satisfaction: 3 respondents rated their experience as "Fair," suggesting some dissatisfaction that needs to be addressed.

Potential actions (Recommendations)

- **Maintain High Standards:** Continue to uphold the cleanliness and comfort levels that have resulted in "Excellent" ratings from more than half of the respondents.
- **Identify Improvement Areas:** Conduct follow-up surveys or interviews with those who rated their experience as "Good" or "Fair" to identify specific areas that need improvement.
- **Enhance Communication:** Ensure clear and consistent communication between homestay providers and students to address any issues promptly and efficiently.
- **Regular Inspections:** Implement regular inspections and feedback mechanisms to ensure ongoing adherence to cleanliness and comfort standards.
- **Cultural Sensitivity:** Consider cultural preferences and expectations regarding cleanliness and comfort, as responses were received in multiple languages, indicating a diverse respondent pool.

These actions can help enhance the overall satisfaction of students with their homestay accommodations, ensuring a positive and comfortable living experience.

Survey Responses Results Breakdown 2024 (Cont.)

25/06-2024 – 14/07/2024, Total respondents: 21 responded by the current homestay students

5. Did you feel welcomed by your homestay host and their family?

[More Details](#)

 Insights

 Yes	18
 No	1
 Maybe	2



Key Insights

High Acceptance Rate: A significant majority (18 out of 21) of respondents felt welcomed by their homestay hosts and their families.

Uncertainty: 2 respondents were uncertain about their experience, indicating they answered "Maybe."

Low Rejection Rate: Only 1 respondent felt unwelcome, highlighting a potential issue that needs to be addressed.

Potential actions (Recommendations)

- **Reinforce Positive Practices:** Encourage homestay hosts to continue the welcoming practices that resulted in the high number of "Yes" responses.
- **Address Uncertainty:** Conduct follow-up discussions with the 2 respondents who answered "Maybe" to understand their concerns and identify areas for improvement.
- **Investigate Negative Experience:** Reach out to the respondent who felt unwelcome to gather more details and address any specific issues or misunderstandings.
- **Training and Support:** Provide additional training and resources to homestay hosts to ensure they are equipped with the skills and knowledge to create a welcoming environment for all students.
- **Cultural Sensitivity:** Emphasize cultural sensitivity and awareness in training programs to help hosts better understand and meet the diverse needs of international students.
- **Feedback Mechanism:** Implement a regular feedback mechanism to continuously monitor and improve the homestay experience based on student inputs.

By taking these actions, the homestay program can ensure a welcoming and positive experience for all students, fostering a supportive and inclusive environment.

Survey Responses Results Breakdown 2024 (Cont.)

25/06-2024 – 14/07/2024, Total respondents: 21 responded by the current homestay students

7. Did you have adequate privacy and personal space in your homestay accommodation?

[More Details](#)

 Insights

 Yes	20
 No	0
 Maybe	1



Key Insights

High Satisfaction Rate: The overwhelming majority (20 out of 21) of respondents reported having adequate privacy and personal space in their homestay accommodation.

Minimal Uncertainty: Only 1 respondent was uncertain about their experience, indicating a "Maybe" response.

No Dissatisfaction: There were no "No" responses, suggesting that none of the respondents felt they lacked privacy and personal space.

Potential actions (Recommendations)

- **Maintain High Standards:** Continue to ensure that homestay accommodations provide adequate privacy and personal space to maintain the high satisfaction rate
- **.Address Uncertainty:** Follow up with the respondent who answered "Maybe" to understand their concerns and identify specific areas where their privacy and personal space might have been compromised.
- **Monitor and Improve:** Regularly check in with students to monitor their satisfaction regarding privacy and personal space and make necessary adjustments to the homestay arrangements.
- **Clear Guidelines:** Provide clear guidelines to homestay hosts on maintaining and respecting students' privacy and personal space.
- **Feedback Mechanism:** Implement a feedback mechanism where students can confidentially report any issues related to privacy and personal space, ensuring prompt action and resolution.

By implementing these actions, the homestay program can continue to provide a comfortable and private living environment for all students, enhancing their overall experience.






Survey Responses Results Breakdown 2024 (Cont.)

25/06-2024 – 14/07/2024, Total respondents: 21 responded by the current homestay students

8. How would you rate the quality and variety of meals provided in your homestay?

[More Details](#)

 Insights

 Excellent	11
 Good	8
 Poor	1
 Very poor	0
 Fair	1



Key Insights

High Satisfaction: A majority of respondents (11 out of 21) rated the meals as "Excellent," indicating a high level of satisfaction with the quality and variety of meals.

Moderate Satisfaction: 8 respondents rated the meals as "Good," suggesting that while they were generally satisfied, there may be areas for improvement.

Low Satisfaction: Only 1 respondent rated the meals as "Fair," and another rated them as "Poor," indicating dissatisfaction with the meal quality and variety.

Potential actions (Recommendations)

- **Maintain High Standards:** Continue providing high-quality and varied meals to maintain the satisfaction of those who rated the meals as "Excellent" and "Good."
- **Address Specific Issues:** Reach out to the respondents who rated the meals as "Fair" and "Poor" to gather more details on their concerns and address specific issues.
- **Menu Variety:** Regularly update and diversify the meal options to cater to different tastes and dietary preferences, ensuring all students have satisfactory meal choices.
- **Feedback Mechanism:** Implement a system for students to provide regular feedback on meals, allowing for continuous improvements based on their preferences and dietary needs.
- **Dietary Accommodations:** Ensure that meals cater to a variety of dietary restrictions and cultural preferences to enhance overall satisfaction.
- **Cultural Sensitivity:** Provide training for hosts on preparing meals that are culturally appropriate and diverse, reflecting the students' backgrounds and preferences.

By implementing these actions, the homestay program can enhance the dining experience for international students, ensuring they receive high-quality, varied, and culturally sensitive meals.

Survey Responses Results Breakdown 2024 (Cont.)

25/06-2024 – 14/07/2024, Total respondents: 21 responded by the current homestay students

9. Do you have any suggestions for improvement in the meals provided ?

[More Details](#)

[Insights](#)

16

Responses

Latest Responses

"no"

"no"

3 respondents (19%) answered **meals** for this question.

...



Key Insights

High Satisfaction: A majority of respondents (10 out of 16) indicated no suggestions for improvement, suggesting they are satisfied with the current meals.

Specific Improvements Suggested: More fruits and vegetables (1 response). Change the type of rice (1 response). Increase variety of dishes and include more meat and vegetables (1 response).

Potential actions (Recommendations)

- **Maintain Quality:** Continue providing meals that meet the needs of the majority who are satisfied.
- **Increase Fruits and Vegetables:** Consider incorporating more fruits and vegetables into meals to address the concern about nutritional variety.
- **Rice Quality:** Evaluate the type of rice being used and consider switching to a softer variety if needed.
- **Meal Variety:** Introduce a more diverse menu with different dishes, including more meat options such as beef, to cater to varied tastes and prevent monotony.
- **Host Communication:** Encourage open communication between hosts and students regarding meal preferences and suggestions to ensure ongoing improvement and satisfaction.

By addressing these specific suggestions, the homestay program can enhance meal satisfaction and ensure a positive experience for all students.

Survey Responses Results Breakdown 2024 (Cont.)

25/06-2024 – 14/07/2024, Total respondents: 21 responded by the current homestay students

11. Do you have a good understanding of the homestay rules?

[More Details](#)

 Insights

 Yes	20
 No	0
 Maybe	1



Key Insights

High Understanding: A vast majority of respondents (95%) indicated that they have a good understanding of the homestay rules.

Need for Clarity: One respondent indicated "Maybe," suggesting there might be a need for better clarity or communication regarding the rules.

Potential actions (Recommendations)

- **Reinforce Communication:** Ensure that all students receive a clear and comprehensive explanation of the homestay rules upon arrival. This can be done through verbal briefings, written guidelines, or both.
- **Regular Check-ins:** Conduct regular check-ins to confirm students' understanding and address any questions or ambiguities they might have about the rules.
- **Language Support:** Provide rule explanations in multiple languages to cater to non-English speakers, ensuring all students fully comprehend the guidelines.
- **Feedback Mechanism:** Establish a feedback mechanism where students can express any confusion or suggest improvements regarding the clarity of the homestay rules.

By taking these actions, the homestay program can ensure that all students are well-informed about the rules, leading to a more harmonious living experience.

Survey Responses Results Breakdown 2024 (Cont.)

25/06-2024 – 14/07/2024, Total respondents: 21 responded by the current homestay students

13. What is the most challenging aspect of homestay living for you?

[More Details](#)

[Insights](#)

15

Responses

Latest Responses

"fee"

"no"

2 respondents (13%) answered **homestay** for this question.



Potential actions (Recommendations)

- **Enhance Host Training:** Provide training for hosts to improve their interpersonal skills and ensure a welcoming environment.
- **Financial Support:** Review and potentially revise the fee structure or offer financial guidance to address concerns about costs.
- **Clearer Rules:** Simplify and clearly communicate the rules and expectations to avoid misunderstandings.
- **Language Support:** Offer language assistance or translation services to help non-native speakers.
- **Cultural Orientation:** Implement comprehensive orientation programs to help students adjust to new cultural and living conditions.
- **Flexibility in Living Conditions:** Review and adjust policies on food and curfews to accommodate diverse needs and preferences.
- By addressing these areas, you can improve the homestay experience for future respondents and address the most common challenges identified.

Key Insights

Diverse Experiences: Respondents have varied experiences with their homestay arrangements, ranging from no challenges to specific issues related to rules, financial matters, or the host's personality.

Financial Concerns: Financial issues are a notable challenge for some, indicating a potential need for clearer fee structures or financial support options.

Host Relations: The host's personality significantly impacts the experience for some, suggesting that screening or training for hosts could improve the situation.

Language Barriers: Communication difficulties due to language are affecting some respondents, pointing to a need for language support or resources.

Cultural Adaptation: Adapting to new cultural norms or lifestyle changes is challenging for some, indicating a need for better orientation or cultural integration support.

Living Conditions: Specific aspects like food preferences and curfews are causing dissatisfaction, suggesting a review of homestay conditions might be beneficial.

Survey Responses Results Breakdown 2024 (Cont.)

25/06-2024 – 14/07/2024, Total respondents: 21 responded by the current homestay students

14. Do you have any suggestions for improvement of the homestay experience for both students and the host families?

[More Details](#)

[Insights](#)

17

Responses

Latest Responses

"no"

"no"

1 respondents (6%) answered **homestay's experience** for this question.

time cook separately rules variety of dishes pm
suggestion homestay's experience kitchen
experience less stressful teacher's help no suggestion
good easier uncomfortable

Key Insights

Diverse Opinions on Improvement: While some respondents see no need for change, others suggest specific improvements, indicating varying levels of satisfaction and differing needs.

Need for Flexibility: Suggestions for making the experience easier and providing variety in food and kitchen access point to a desire for more flexibility and personalization in the homestay experience.

Support Needs: There is a need for additional support from educators to help manage stress and discomfort, highlighting the importance of a support system beyond just the host family.

Potential actions (Recommendations)

- **Increase Flexibility:** Review and adjust homestay rules to allow for more flexibility, particularly regarding food preparation and kitchen access.
- **Enhance Support Systems:** Develop additional support mechanisms, such as more active involvement from teachers or counselors, to address student stress and improve overall experience.
- **Diversify Food Options:** Consider implementing a variety of food options and allowing students some autonomy in cooking to cater to different preferences.
- **Simplify Procedures:** Evaluate and simplify the homestay procedures and rules to make the experience easier and more manageable for both students and host families.
- **Gather More Detailed Feedback:** For respondents who did not suggest improvements, consider conducting follow-up surveys or focus groups to gain deeper insights into their satisfaction levels and any potential areas for enhancement.

Implementing these suggestions can help create a more accommodating and supportive homestay environment for all parties involved.

Survey Responses Results Breakdown 2024 (Cont.)

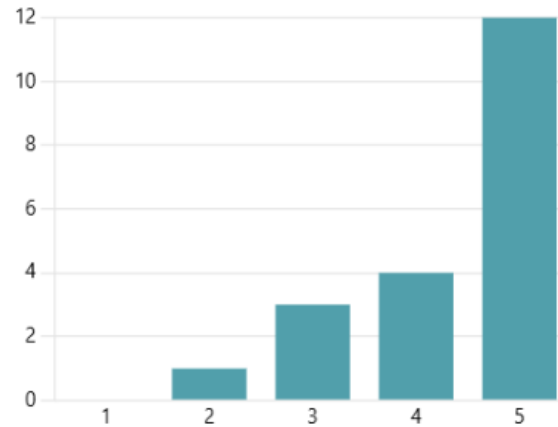
25/06-2024 – 14/07/2024, Total respondents: 21 responded by the current homestay students

15. Overall, how would you rate your experience in your current homestay ?

[More Details](#)

 Insights

4.35
Average Rating



Key Insights

Overall Satisfaction: The majority of respondents are highly satisfied with their homestay, suggesting that the program is generally effective and meets the needs of most students.

Areas for Improvement: The presence of average and below-average ratings highlights that there are areas needing attention to enhance the experience for all students.

Consistent High Ratings: The consistent high ratings from various language groups indicate that positive experiences are widespread across different demographics.

Potential actions

- **Address Lower Ratings:** Investigate the reasons behind the lower ratings to identify specific issues and develop targeted solutions to improve the experience for those who are dissatisfied.
- **Maintain Strengths:** Continue the practices and elements that contribute to the high ratings to ensure that the positive aspects of the homestay experience are preserved.
- **Focus on Continuous Improvement:** Regularly gather feedback and monitor satisfaction levels to address any emerging concerns promptly and maintain high standards.
- **Customized Support:** Provide additional support or resources to those who rate their experience as average or below average to enhance their overall satisfaction.

By addressing the areas identified in the lower ratings and continuing to build on the strengths that contribute to high ratings, the homestay experience can be further improved for all students.

Q & A and Conclusion

Thank you for participating this Annual Training Session for Homestay Hosts and thank you again for being such an integral part of the team that supports international students, opening your home and sharing your daily life with them. Your work and care are so valuable, and I hope you have a wonderful year with your student.

For more information, please click the link below provided by the International Student Program (ISP).

Annual Training for Homestay Hosts – Video (YouTube)

<https://www.youtube.com/watch?v=cWW4VYLEBxc>

Information for Prospective Homestay Hosts – Video (YouTube)

<https://www.youtube.com/watch?v=ufMgyJqAX2E>



**THANK
YOU**

References

- **ISP School Toolkit on PAL / Educational resources**
 - ESOS school compliance checklist / ISP homestay policy
 - ESOS Annual Training for Homestay Hosts & Prospective Homestay Hosts Videos by IED (International Education Division)
- **Northcote High School**
 - Child Safe Code of Conduct
 - NHS Suspected Child Abuse Report Fact Sheet
 - NHS Student Safety Card / Emergency Contact Card
 - NHS Annual Homestay Host Survey Results 2024: Analysis and Breakdown