



HOMESTAY FAMILY HANDBOOK

Contact Information

Office:

09 836 1277

Email:

host@lpstudenthomestays.co.nz

Facebook:

[@lpstudenthomestays](https://www.facebook.com/lpstudenthomestays)

Instagram:

[@lpstudenthomestays](https://www.instagram.com/lpstudenthomestays)

Website:

www.lpstudenthomestays.co.nz

App:



Police Vetting

Every member of the household of the age of 18 and over must pass a New Zealand Police Check. Please update LPSH if you have any new household members of the age of 18 and over living with you. This is a paper exercise and does not involve the police visiting the home. All information relating to the police check is confidential and only available to Lake Panorama Student Homestays Limited (LPSH).

On Arrival

When you first meet your student, be open and direct with them. Encourage them to talk about their family, country, and schooling. Discuss any differences with them. Encourage them to make new friends by joining sports teams, cultural groups, gym, community groups or pursuing hobbies etc.

The First Few Weeks

During this period of "settling in" the standard notice period does not apply. Wherever possible we try to give 1 - 2 weeks, but sometimes this is not possible. Culture shock can last a matter of days or up to 3 months. Please be patient with your student, it often takes between 2-4 weeks for everyone to relax into daily routines.

Upon the arrival of your student, you will be provided with a welcome pack, this will include activities you can do together. It is essential for you to sit down with your student in the first few days and go through this together. Keep it simple when talking with your student. Translation apps are a great help e.g., google translate.

Homestay Payments

Short term students

LPSH pays host family living expenses within the first week of arrival, this is usually on the 4th business day.

Long term students

LPSH pays host family living expenses fortnightly on Wednesdays. There is a payment schedule available to identify when fortnightly payments are made, and the period that each payment covers. This schedule is available in the calendar on the LPSH App

You will need to provide LPSH with your current bank account details and keep us updated with any changes.

Please DO NOT enter into direct payment situations or lend money or act as a guarantor for your student.

Homestay Payment Covers

- Three meals per day, morning tea, afternoon tea and access to snacks, 7 days per week.
- Laundry services are to be provided by homestay.
- Single room with bedding, linen, wardrobe, drawers, rubbish bin and laundry basket.
- **Long term students must be provided with desk, chair, desk lamp.**
- **This bedroom must be inside the family home - caravans, cabins and sleepouts are not acceptable.**
- Adequate heating should be provided in your student's room. Heater to be provided during Winter.
- Basic toiletries (toilet paper, soap), students will provide their own haircare, skincare, oral care, and sanitary products.

Placement Definitions

Short term placements:

- Single placement - One student per homestay
- Double placement - Two students per homestay
- Triple placement - Three students per homestay

Short term students may share a bedroom only with a student from the same group, but they **MUST** have separate beds.

Long term placements:

You can host more than one long term student at a time. These students must have their own bedroom each. You cannot host multiple students of the same nationality.

Holiday Arrangements

If you are planning a holiday outside of the Auckland area, please inform LPSH as soon as possible.

If your student is going along with you, we need to gain permission from the student's natural parents and school. We ask that when you invite your student you make them aware of the costs for any planned activities.

- All activities (theme parks, swimming pools, zoo, or cinema etc.), the student must pay for.
- We require you to pay for the student's food and accommodation for the duration of the holiday, as the homestay payment covers this. South Island or overseas holidays are a case-by-case exception.

If your student declines the offer to join the holiday, please give LPSH at least 2 weeks' notice, so we can arrange a temporary homestay.

Christmas holiday period hold fee: \$50 per week will be paid for the period of time while the student is away. Please advise your student they are required to pack up their belongings and store them neatly in the wardrobe.

Please inform LPSH if you are going away. No student can stay in the home without LPSH approved adult supervision, even if they are 18 and still attending high school. Female students cannot stay in a homestay if the host mother is away overnight.

Mobile and Electronic Devices

Most students provide their own personal devices, please ensure you are connected via their mobile number and/or social media messaging applications. (e.g. Facebook Messenger, WeChat, WhatsApp, Line)

Please do not add your international students to your family mobile plans. LPSH is not liable for any outstanding monies owing.

It is fair to set boundaries, such as no calls after 9:30 - 10:00pm, but keep in mind that this may vary depending on individual circumstances or weekends, talk with your student about the time difference and agree on a time that works for both of you.

Internet

All homestays must provide unlimited WIFI to students for their devices. We advise against letting your students use your personal computer. Most students will have laptops which they bring with them.

We recommend that there is no internet use after 10:00pm on a school night, however on weekends your house rules apply.

Going Out

All high school students must be home by 6:00pm on school nights (Sunday through Thursday), with exceptions made for school or sports activities. Curfew on weekends (Friday and Saturday) is 10:00pm. We expect you to treat your student as you would want your own children to be treated if the roles were reversed. The host family should check in with the student to make sure their plans are reasonable, safe, and well-organized, including their travel arrangements to and from the activity.

When your student goes out with friends, they must tell you where they are going, who they are going with and what their travel arrangements are and an estimated time of return. If you are not going to be home, teach them how to leave a note with the details on it. If your student has activities after school, please ensure they can get home safely.

**NO STUDENTS are allowed to walk the streets in the dark.
The host family must always know where their student is.
Ask your student for their mobile number and ensure you are connected.**

House Keys and Security

Students over the age of 14 should be given a house key. Please make sure your student knows how to lock up the house if they are the last one to leave and explain that they should not leave any doors or windows open or unlocked when they leave house.

Please show your student how to activate and deactivate your home security system.

Participation in Family Life

Invite your student to join in with your family activities. A student should pay their own way on outings with the family (E.g. to the cinema, zoo etc., unless you choose otherwise). Explain to them from the outset what the cost will be for them. Willingness to join in with family activities varies from student to student. Encouragement is the key.

If you go out for a family meal, you must pay for the student's meal, this is covered in the homestay payment.

Religious Practices and Beliefs

For many students, religion is not just a code of conduct but a way of life. It is important to respect their beliefs and approach them with an open mind. If you attend services regularly invite your student to join you. Do not be offended if they prefer to stay at home. If they are under 14 years of age they cannot stay at home.

Damage

We advise you to inform your insurance company that you are hosting international students, so your coverage is adequate. Normal wear and tear is inevitable, LPSH is not liable for any damage.

Parent Teacher Conferences *(long term students)*

These are not compulsory for host families to attend, but LPSH strongly encourages you to attend parent teacher conferences for your long-term international students.

Food and Meals

Teach your students to make themselves breakfast and lunch and clean up after themselves, (many Asian students prefer noodles/rice for breakfast). Be clear about mealtimes, reminding them they should be home Sunday to Thursday by 6:00pm for a family dinner. Find out what food is preferred and what cannot be eaten for religious, cultural, or medical reasons.

LPSH is not always informed before a student arrives of special food requirements. If this is a problem, please let LPSH know as soon as possible.

It is a good idea to take your students' grocery shopping over the first few weeks when they first arrive. They will recognize things they like.

Some students will have a meal out with their friends on Friday and Saturday. Insist that your students notify you if they are not going to be home for family meals. Have a time set that your student must let you know by (e.g. 3:00 or 4:00pm), especially during the weekend. If your student chooses to go out for a meal, they will need to pay for this themselves.

Bathroom

Ask your student to leave the bathroom clean and tidy after use and make sure they understand how to use your bathroom facilities.

Bathroom and toilet habits can be quite different around the globe. Some cultures will stand on the toilet seat for hygiene rather than sit, and in some countries toilet paper is not flushed, as their systems are not able to cope with this. Please speak to your student openly about "how" we use our bathrooms – e.g. sit down on the toilet, flush toilet paper only.

Show them how to turn your shower on and off and where to hang their towels. Some students will hang their wet towels and underwear in their wardrobe. Also, advise them how often to put their towels out to be washed.

Long showers are a common complaint from host families. When your student first arrives, explain that in New Zealand we run out of hot water and showers are to be 5- 10-minute long only. Another way is to have a timer in the bathroom.

Please have conversations with your students and show them how to operate your bathroom.

Women from many other cultures do not use tampons. Explain to them your disposal system for used sanitary items. Please use the pink sanitary items disposal sheet given in your welcome pack to aid this discussion. Please provide a bathroom rubbish bin with a lid for your female students.

Students buy their own sanitary and personal hygiene items – you are responsible for providing toilet paper and soap.

Bedroom, Linen and Laundry

Homestay is required to wash student clothing regularly. We recommend 2 washing cycles per week in the summer months and 1 washing cycle in the winter months as a reasonable amount for each student.

Your students' bed linen and towels should be washed and changed regularly. Your student may not be familiar with how to use a western bed. Some students come from hot countries where sheets and blankets are not used. Others are accustomed to futon mats on the floor. Show your student the sheets/blankets/duvet – pull the bed open and show them how to get in. Help them when changing the sheets and pillowcases for the first few times.

We cannot accept the following as any form of bed

- Mattress on the floor
- Air bed
- Camp stretcher
- Fold out couch beds

Heating

Students from tropical countries will feel very cold in New Zealand. Advise them to wear more layers such as beanies, socks, jumpers, and jackets. Have extra bedding available if required.

When using heaters in bedrooms – it is your responsibility as a host parent to clearly explain the safety and use of the heater (e.g. do not leave the heater on overnight, or when you are out of the home). Whilst we do not recommend an electric blanket, if you provide your student with one, teach them how to turn it on and off.

Transport

We ask that you choose one of the options below for the **first day of school**.

1. You drive your student, drop-off and pick-up from school.
2. You have rehearsed your bus route with your student prior to starting school.
(Shown them which stops to get off and, on the bus, etc)
3. They will catch the bus or walk with their host siblings to and from school.

For Primary and Intermediate Schools, they need to be accompanied to school every day. This means if you do not have children attending the same school, drop-off and pick-up is required daily due to the age of the children.

If you have Primary or Intermediate school aged children and they walk or catch the bus, your student can go with the host siblings. If you are hosting Intermediate School children and live less than 1km from the school gate and if after a few times of being accompanied they are confident enough to walk in pairs to school independently, this is permitted. **Primary School children must be accompanied at all times.**

For high school students they can walk or catch the bus independently but please help your student familiarise themselves with the buses and trains traveling to and from school using the **AT journey planner** and helping your students to get AT Hop cards/obtaining a Ritchies bus pass from the school.

Vehicles and Bicycles

Students are NOT permitted to drive or own a vehicle in New Zealand. Students are only to be driven by their host parents or a NZ Full driver's license holder over the age of 25. If a student wants to ride a bicycle to and from school, they need to obtain permission from the school's international director.

Health

It is a condition of a New Zealand student visa that all students have adequate accident and medical insurance. If your student is ill, please treat them as you would your own child. If you need to take them to a doctor, we recommend taking them to your family doctor or your local A&E; the student will need to pay for their treatment. Ensure they bring their passport and bank card and obtain a receipt so they can claim the costs of the treatment on their health insurance via their school international dean/director or agent.

Some students will bring vitamins and medicines from their home country. Be careful recommending medication as there may be risks if students mix traditional and western medication.

The school has access to a nurse for non-urgent conditions. Usually, the students will refer themselves to this service. The school also has a qualified guidance counsellor for students who are feeling sad or homesick.

Smoking and Vaping

It is illegal in New Zealand to sell or buy tobacco or vaping products to anyone under the age of 18. All schools have a zero tolerance for smoking or vaping.

Alcohol and Illegal Drugs

Drinking alcohol under the age of 18 is illegal in New Zealand. Drug-taking is also illegal. If you suspect that your student is indulging in these activities, please contact LPSH immediately.

Moving On

Sometimes things just don't work out. Please don't give up or feel hurt if we move a student. It is better to part in a friendly manner. We try to give two weeks' notice when we move a student, but sometimes this is not possible. Any over payment of homestay fees must be reimbursed to LPSH within 5 working days.

Contacting Us

Please notify LPSH immediately if there is a conflict or difficulty between you and your student. Every effort will be made to resolve the situation.

LPSH office is open Monday to Friday from 9:00am – 4:00pm.

Our office number **+64 9 836 1277** is available **24 hours for emergencies.**

We are here to assist you.