

## Homestay Policy

<b>Approving authority</b>	Vice President (Corporate Services)
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<b>TRIM document</b>	2017/0000414
<b>Description</b>	This policy sets out the arrangements in relation to the provision and management of the Griffith University Accommodation homestay service.

### Related documents

[Homestay Host Agreement](#)  
[Homestay Students Code of Ethics](#)  
[Homestay Host On Line Registration Form](#)  
[Homestay Student Online Application](#)  
[Homestay Risk Management Plan](#)  
[Homestay Handbook](#)  
[Guidelines to Moving Students Procedure](#)

[\[Introduction\]](#) [\[Homestay Hosts\]](#) [\[Coordination and Management\]](#) [\[Homestay Students\]](#)

## 1. INTRODUCTION

Homestay is the provision of accommodation and pastoral care to students within the local community by homestay hosts recruited, trained and monitored by the University.

Homestay is a fee for service, which is paid directly by the student to the homestay host. The University charges a placement fee to the student for the placement and on-going management of the service.

Griffith Accommodation is responsible for the coordination and management of homestay services for Griffith University students that elect this form of accommodation.

## 2. HOMESTAY MANAGEMENT

### 2.1 Homestay Services

Griffith Accommodation provides a Homestay service via an online Homestay system that facilitates the application and placement services for Homestay Hosts and students. The system allows hosts to update their details and availability online and provides students the opportunity to select a preferred host based on preferences. Hosts and students have 24/7 access to the online system.

Griffith Accommodation may act to remove a student from a Homestay or take any other action it deems to be in the best interest of the student or host at any time.

### 2.2 Recruitment and Selection

Recruitment of Homestay Hosts is primarily achieved through community members applying to the University via the website or contacting Griffith Accommodation Homestay direct by telephone or email.

Potential Hosts wishing to register to host are required to complete and submit an online application. Registration and approval to host students with Griffith Accommodation as a Homestay provider is attained following:

- Attendance at orientation
- Completion of a house inspection
- Host signing and committing to the Homestay Host Agreement

Homestay hosts intending to host students under 18 students are required to maintain a valid blue card.

### **2.3. Orientation, Training and Information**

Potential hosts are required to attend a comprehensive two hour orientation session. A house inspection is arranged with the host once orientation has been attended. A registration fee applies.

Following registration and approval, Homestay Hosts are provided on-going training and workshops throughout the year, along with online training modules, newsletters and regular updates on current and topical issues relating to hosting and any changes in legislation, policy or procedures.

Homestay hosts are surveyed throughout the year in relation to future training, best practice standards, customer service and identifying issues that affect the homestay market.

Orientation records are maintained on the Study stays homestay system.

### **2.4 Fees, Charges and Payment**

Homestay fees and charges are set annually and are published on the website no later than the end of August each year.

Fees are reviewed and updated in conjunction with the national homestay market.

ELICOS and Full Fee paying students who are not part of a group are required to pay homestay hosts directly.

Hosts hosting students from the Study Tour Program are paid directly by the University.

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## **3. HOMESTAY HOSTS**

### **3.1 Host Agreement**

Homestay Hosts are required to sign a Homestay Host Agreement prior to becoming an approved Homestay Host.

#### **3.1.1 Host Responsibilities**

Homestay hosts are expected to:

1. Adhere to the Homestay Host Agreement and University policies.
2. Support and assist homestay students to live comfortably in a safe, clean and secure environment.
3. Develop positive relationships with homestay students that are based on mutual trust and communication, providing a positive Australian experience for students.
4. Provide a private bedroom with a bed, table, chair, lamp and cupboard space for each student.
5. Provide the use of shared living areas such as lounge, dining, kitchen, laundry, toilet and bathroom.

6. Provide nutritious meals. Meal plans vary from self-catering options to fully catered. The host will provide meals in accordance with the agreed meal plan for the placement.
7. Provide support to students in understanding community services such as public transport, banks, and emergency services.
8. Assist students with medical attention when required.
9. If hosting underage students be aware of the additional responsibilities in caring for under 18 students and their welfare arrangements in accordance with University policies.
10. Live within 30 to 40 minutes by public transport to Griffith University's Nathan, Mt Gravatt, Southbank, Gold Coast and Logan campus, with a maximum of two bus trips.

Griffith Accommodation may terminate a Homestay (before or after commencement) immediately on notice that the minimum Host responsibilities have not been met or in its sole discretion that it is appropriate to terminate the Homestay immediately. In its sole discretion, Griffith Accommodation may elect to cancel the registration of Hosts should it consider the Host fails to satisfy service provisions.

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## **4. HOMESTAY STUDENTS**

### **4.1 Placement of a student**

Students can only be placed with homestay hosts once they have completed the application process and paid a placement fee.

Students are matched with homestay hosts in accordance with their requirements and special requests (these may include smoking, allergies & medical problems, hobbies).

Students that do not have special requirements are able to select from available hosts or are paired with hosts who have similar interests and hobbies.

Homestay is a four-week initial contract, but may continue at the request of the student. Where a student has elected to stay for an extended term they are required to provide one week's notice to leave or one week's rent in lieu.

On occasion the University may choose to relocate a student in response to a request from a student or host. All moves are conducted in accordance with the Guidelines to Moving Students Procedure.

Griffith Accommodation may terminate a Homestay (before or after commencement) immediately on notice that the minimum Host responsibilities have not been met or in its sole discretion that it is appropriate to terminate the Homestay immediately.

### **4.2 Orientation and Training**

All Homestay students attend an orientation prior to commencement of their homestay placement. The orientation provides students with information about homestay and what to expect, services provided, payment and rental details and general advice.

Griffith University provides students with a guide outlining the responsibilities of the host and expectations of the student when placed with a homestay host.

### **4.3 Homestay Student Agreement**

Homestay students must agree to the Homestay Student Agreement when making their application to Griffith Accommodation and are required to abide by a Homestay Agreement during their homestay placement.

### **4.4 Student Feedback**

Griffith Accommodation Homestay seeks feedback from students as part of its continual improvement program.

Students are requested to complete appraisal forms at the completion of their stay in homestay or as part of a Study Tour program.