

# **BROWNS**

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English Language School



**Homestay Information For**  
***1<sup>st</sup> CLASS Families***  
**of BROWNS English Language School**  
**Brisbane and Gold Coast Campuses**

## **Homestay Should be a Positive and Rewarding Experience!**

This information is to help you understand what your responsibilities are as a homestay family and give you some guidelines that will help foster a great relationship between you and your student. If you have any difficulties at any time dealing with issues that may arise out of hosting students, the BROWNS Homestay Coordinator is always there to help. If there is a topic that you are unsure about or an area that you do not understand please contact Shannon at: [accommodation@brownsels.com.au](mailto:accommodation@brownsels.com.au).

### **What You are Expected to Provide**

- Please ensure you have cleaned the students' room and bathroom before they arrive
- Clean linens and towels
- Bus Timetable
- Family information: full name, address and phone number
- Two meals on weekdays and three meals on weekends. (If the student is not at home for a meal, it should be prepared and kept in the fridge. Alternatively let the student know if they are welcome to use the ingredients and make a sandwich or a bowl of cereal. Do not assume they know this is ok.)

### **Communication is Key**

When the student first arrives at your house, please make sure you are there to receive them. Introduce them to the members of your family and show them around the house. Make it a priority to show them how to get to school and home by bus and provide them with a timetable. This can be downloaded from [http://www.translink.com.au/tt\\_results.php?mode=BUS](http://www.translink.com.au/tt_results.php?mode=BUS).

Please take time to talk to your student about the rules in the house. Let them know how your family lives and what the expectations will be. The student is aware they are not living in a hotel, so it is ok for you to ask them to help with a reasonable amount of chores such as cooking, washing their dishes after dinner or doing their own laundry. Please let them know if they are expected to call if they are late for dinner or staying out for the night. Explain to them what they are allowed to use in the house such as the phone or computer. Provide them with your information, i.e. address, phone number and full name. Speak to them about smoking outside the house and let them know that guests are not allowed to stay over under any circumstances.

They will be with you for every dinner and this is a good time to promote conversation with the student and ask them how their day was and if there is anything they are unhappy about. It is common for the student not to speak up if there is anything that is bothering them simply because they are in a new environment, so it would make the whole relationship between family and student a lot smoother if you were to open this dialogue. This will also help

them practice their English as that is the main reason for their stay in Australia.

If you have a problem with the way the student is acting this could always be because of cultural differences and the only way it will be solved is with communication. Please talk to the student and let them know what is acceptable in Australia so they have a better understanding of the culture and can modify their behaviour.

### **Patience is Necessary**

Each student will experience a bit of confusion when first arriving at your house. They are not only traveling to a new country but they are expected to learn how to become part of a strange family. This can be very daunting to a young adult especially if this is their first time away from home (which is the case with many of our students). You might be asked the same question several times or the student might be doing something that you have repeatedly asked them not to do. Please understand that not only may they not agree with your rules but there is a language barrier as well. If you are having difficulty getting through to the student, try to ask another family member to talk with them or contact the Homestay Coordinator at BROWNS.

### **Privacy and Respect**

Please respect that the student is from a different culture and might have a different way of doing things in every day life. It is important to include them in family activities as much as possible, but at the same time give them enough space and privacy to fully adjust to our way of life and being away from family. Treat the student as you would like to be treated if you were in their situation. It is understandable if you ask them how they like certain things done or if they need time alone, there is no other way you would be able to know unless you ask.

### **Cancellation Policy**

If student wish to move out of homestay, they must give BROWNS two weeks notice. When they tell reception they would like to move out of homestay, they will receive a form that they must bring home to their family and have them sign it. This will ensure that the family, student and school are all aware of the student's plans and specific dates of vacancy. If the student does not have this paper signed by the homestay family, their request will not be processed.

### **BROWNS Rules for Providing Homestay**

You are not exclusive to BROWNS English Language School and it is understood that many families register with other schools. With this in mind it is important to establish what BROWNS is expecting of their 1<sup>st</sup> Class Homestay Families. We appreciate that you might have more than one student at a time. If this is the case:

- There should be no more than three students at a time in one house

- There should be no more than one student speaking any particular language
- English should be spoken in the house at all times by the student and the family
- No two students should share a room unless twin-share was specifically requested in the application process

If you are hosting a **Halal** student they have paid extra for certain services which include:

- No pork or pork products used in the cooking or serving of meals
- All meat served should be bought from a Halal butcher
- The student should not be served any alcohol
- A quiet place for them to pray five times a day
- No smoking in the house
- There should be no family pets

### **Payment**

You will be paid fortnightly by direct deposit into your nominated bank account for providing a 1<sup>st</sup> Class Homestay. Payment will begin on the Tuesday after the student arrives.

### **1<sup>st</sup> Class Team**

We will provide a 24 hour **EMERGENCY** service which is available for you to contact if there are any serious problems with your student.

**Please ring: 0422 280 669**

While we cannot guarantee that there will be students placed with you every week of the year, we will promise to do our best to keep students placed with you **as long as the feedback is exceptional**. Please remember you are representing 1<sup>st</sup> Class families with BROWNS English Language School which will mean providing a service that is above and beyond normal expectations. You are not alone, the homestay department at BROWNS is here to support you, and together we can provide a 1<sup>st</sup> Class service for our students!

Catherine Lee

Accommodation Officer

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