



STUDENT HOMESTAY HANDBOOK

We hope that living with your homestay family will be an important part of your stay in New Zealand and a positive experience.

This handbook gives you information about living with a host family. It is very important that you read all the information provided so that you understand your responsibilities in homestay. If there is something you do not understand then please ask your homestay family or teacher to explain.

Please remember that it often takes a few weeks to settle in and feel comfortable in your new home.

What's included in your homestay

- Single room, bed, bedding and linen, desk, reading light, wardrobe and drawers
- All meals 7 days per week (breakfast, lunch, dinner and snacks/morning & afternoon tea)
- Laundry services
- Basic toiletries (soap, toilet paper). You must provide all other toiletries including toothpaste, toothbrushes, shampoo, deodorant, sanitary items etc.

Rules and regulations for homestay

You must adhere to the rules set out by this homestay handbook, the school, and your homestay family.

Homestay students are not permitted to:

- Drink alcohol
- Smoke cigarettes or vape
- Take drugs
- Obtain weapons
- Drive or own a vehicle

Time with your homestay family

It's courteous to spend time with your homestay family each day.

Make sure to spend 20-30 minutes each day speaking English with your host family.

It's important to follow New Zealand customs by saying 'good morning' to your host family when you see them in the morning and 'goodnight' when you go to bed. This shows politeness and respect. Also, remember to say 'please' and 'thank you' when someone does something for you, such as making dinner or giving you a ride to school. These small gestures are an important part of Kiwi culture.

Participation in family life

We encourage you to join in with family activities such as outings to the beach, walks, shopping, tourist attractions or a BBQ with friends. It's a good way for you to meet new people, make friends and practice English. You should pay your own way on outings with your host family (for example a trip to the cinema or zoo etc.)

Helping out and chores

You must not treat your host family as a housemaid or taxi/uber service. In New Zealand, every member of the household contributes to the household chores. You will be asked to help around the house.

This varies from home to home but may include the following:

Compulsory Daily requirements

- Make your own bed everyday
- Make your own breakfast and clean up any mess you have made (put dishes in the dishwasher etc)
- Make your own lunch and clean up any mess you have made
- Take your lunch box out of your school bag after school, and rinse
- Help set and clear the table for dinner
- Help with clearing dinner dishes
- Clean up any mess after showering (i.e. long hair in the shower, excess water on the floor/basin)
- Hanging your wet towel up after use
- Set alarms daily on your mobile phone and get yourself up in the mornings – it is your responsibility to ensure you get to school every day on time

Compulsory Weekly requirements

- Clean, tidy and vacuum your bedroom
- Empty your own rubbish bin and put appropriate rubbish in recycling
- Change your own sheets – your host parents will teach you how to do this
- Put your dirty washing in your laundry basket
- Put your clean clothes neatly in drawers or wardrobe

You may be asked to help with the following

- Folding washing
- Putting the rubbish or recycling out to the curb
- Helping to prepare meals with your host parent
- Emptying the dishwasher

Inviting Friends to your home

Students must always ask permission from host parents before inviting friends into the home. If you want to invite a friend over for a meal, you must ask your homestay parents for permission first. Overnight stays are allowed only on weekends and during holidays, for no more than 2 nights, and must be approved by both your homestay parents and your school's International Director/Dean.

Internet, mobile phones and devices

All long-term International Students must have a local (New Zealand) mobile number – this is for your safety. On your first night in homestay, please ensure you have swapped contact details with your host family.

All homes have Wi-Fi internet. Please check with your host family about their own rules around internet use. DO NOT leave your computer on when you are not using it and turn it off at night. DO NOT leave it charging during the day when you are at school or overnight when you are asleep. Laptops left on the bed can get hot and catch fire if left on.

Sunday to Thursday evenings, (school nights) there is to be no use of the internet, devices or talking on mobile phones after **10:00pm**.

Friday and Saturday evenings you can use the Internet later, please discuss a time with your host family. No devices at the dining table.

Going out

From Monday to Thursday, you must be home by 6:00pm for dinner. If you have sporting activities or classes after school, talk to your host parents. Also make sure you advise them how you will be getting home from these activities.

On Friday and Saturday evenings students are allowed out until 10:00pm, providing they keep themselves safe. This is at the discretion of your host parents.

NO STUDENTS ARE PERMITTED TO BE WALKING THE STREETS ALONE AFTER DARK

When you go out you must tell your host parents

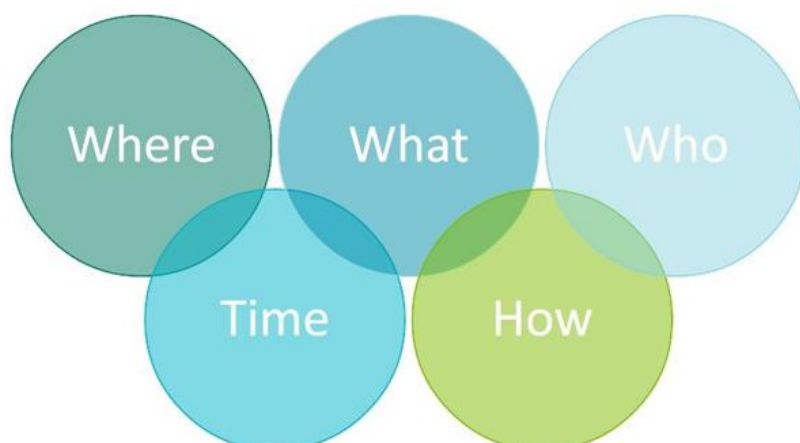
Where you are going

What you will be doing

Who you are going with

Time you will be home

How are you getting to your destination and back home



Your host family must know where you are at all times; this is for your own safety.

If your host family calls or texts you on your mobile phone, you must answer them or text them back immediately. If you are late or delayed on the way home, you must let your host family know as soon as possible so they do not worry about you.

It is your responsibility to ALWAYS have enough credit on your mobile phone and to have it charged when you are out of the house.

Food/Meals

Food in New Zealand will be different to the food in your home country. It may take some time to adjust but it is all part of the experience.

Breakfast in New Zealand is usually cereal, milk, toast, juice and fruit. It is rarely a hot meal.

Lunch usually includes foods like: Sandwiches, bread rolls with filling, fruit, potato chips, muesli bars, baking, yoghurt, drink etc.

Dinner is a cooked meal. New Zealand families usually include potato and bread where international students might be used to rice. Dinner is a very important part of the day for a New Zealand family. This is when families come together to talk about their day and share their experiences with their family members.

Your host family will provide 3 healthy meals each day and morning and afternoon tea. If you want to buy 'junk' food, it is your responsibility to purchase this.

Your family will teach you to help yourself to breakfast and lunch; remember to clean up after yourself. All food will be provided, and teenagers usually make their own lunches to take with them to school.

Often students like to take leftovers from the previous night's dinner to school with them the next day. There are microwaves for reheating food.

Please speak to your family about what food you like and don't like, and anything you can't eat (for religious, cultural or medical reasons).

If you are planning to have a meal out with your friends let your host parents know as soon as possible so they don't prepare an evening meal for you.

It is also a good idea to go food shopping with your host family when you first arrive.

Do not eat or keep food in your bedroom – this is unhygienic.

Health

All students must have medical insurance, this is arranged for you by your school. If you are sick and unable to attend school, you must tell your host parents, so they can let your school know you will be absent.

If you feel unwell at school, there are nurses at school, please see your international director/Dean to arrange an appointment. If you are homesick the school can arrange for you to see a Guidance Counsellor.

Culture shock

When you first arrive, you will find life in New Zealand is very different and it will take time for you to adjust. Culture shock is something that everyone who moves to a new country feels to some degree.

It is different for each person, but it is normal. You may feel sad, lonely, upset or anxious. Please talk to your homestay family, homestay coordinator, teachers, parents at home and friends, they will help support you and soon you will be enjoying life in New Zealand. Remember that everyone is going through the same thing, so help each other.

Bathroom/Showering

New Zealand's bathroom and toileting habits may be different from what you are used to. In New Zealand toilet paper is flushed down the toilet. Your host family will show you how to use the shower and where to put your towels.

Do not hang your towel or wet underwear in the wardrobe.

Please keep your showers short; you should spend only 5-10 minutes in the shower. This is to ensure there is enough hot water for everyone in the home.

You are not allowed to dye your hair in the homestay family house.

Bedrooms/Bedding

It is your responsibility to keep your personal space clean and tidy at all times.

You are required to change your bed sheets a minimum of every 2 weeks. If you do not know how to do this, your host family will help you when changing the sheets and pillowcases for the first few times. If you are cold, please tell your host parents and they will give you extra blankets.

Your host family will provide a heater in your bedroom for the winter months, you must not leave the heater on overnight when you are sleeping or during the day when you are away from home. This is for safety reasons. When you leave a room, remember to turn the lights off.

No students of the opposite sex are ever allowed in each other's bedrooms. If a member of the opposite sex comes to visit, host parents must be at home, and they are only allowed in communal areas like the living area or dining room.

Laundry

In most families, laundry is done once or twice a week. Please ensure you give your host parents the washing or put it in the laundry basket. If you are running out of clothes and need something washed urgently, please speak to your host parents.

Transport

Your family will help you to and from school on the first day and help you get used to the buses and trains. They may do a rehearsal bus trip with you. In some cases, they will be able to drop you to and from school on the first day. Have a look at the Auckland Transport Website - www.at.govt.nz

Students are **ONLY** allowed to travel in vehicles with a full NZ driver's license and a driver over the age of 25 and your homestay parents. If you are a Japanese student, you are only allowed to travel in vehicles with members of your host family, your agent, school staff or LPSH staff.

Issues

Please get in touch with your coordinator or international director if you have any issues.

Passport

It is important that you always keep your passport safe – do not carry it with you. Once you have unpacked, please lock your passport and valuables in your suitcase.

Money

Please do not carry large amounts of money with you. We recommend that you have no more than \$50 (dollars) in your wallet during the school week.

- Do not pay any money directly to your host family.
- Do not lend money to anyone.

If you are here for a full year, we recommend that you open a bank account when you arrive in New Zealand and carry an Eftpos card.

Study

Your primary purpose in coming to New Zealand is to study and learn English. If you are having any problems at school, then please speak to your teachers or international director.

Lake Panorama Student Homestay Coordinators often visit the school and will check in with you. If you need to talk to someone, please contact your school's International Director.