



HOMESTAY PLACEMENT MEMORANDUM OF UNDERSTANDING

Last updated – **November 16, 2009**

Introduction

Homestay Accommodation Services sources Homestay Hosts to accommodate and care for students within an enriching cultural and social environment.

A Homestay placement offers the experience of a family lifestyle within a safe, secure and friendly environment. It provides the student with not only food and shelter, but assistance, emotional support and an opportunity to improve their communication skills. Both Homestay Hosts and students also benefit from learning about other cultures, tolerance and acceptance of the differences, and awareness of shared aspirations.

Duties and Obligations of Homestay Accommodation Services

Homestay Accommodation Services (HAS) is responsible for:

1. Sourcing and vetting applicants for homestay and providing them with orientation material or an orientation session prior to placing them with a Homestay Host.
2. Providing training and orientation information to the Homestay Host.
3. Making the best possible match between the student and host family, taking into the account each party's preferences and profiles.
4. Providing Homestay Hosts with student profiles, a placement list of all students in that group (where applicable) and a first day timetable (if applicable). HAS may utilise the Australian Homestay Network (AHN), where necessary, to assist in matching students and host families.
5. Paying homestay hosts on a weekly basis, by direct deposit into the homestay host's nominated bank account for the period from Monday to Sunday (or pro rata if the student is staying with the host for less than a full week).
6. Providing mediation services to homestay hosts and students where issues arise which have not been resolved through prior open communication between the host and student.

SIGNED for and on behalf of
MONASH COLLEGE PTY LTD

.....

.....
Name and Title

Monash College Pty Ltd
Building 73, Clayton Campus, Monash University
Wellington Road, Clayton VIC 3800

CRICOS Provider No. 01857J ABN 64 064 031 714

Duties and Obligations of Homestay Host

PLEASE READ EACH POINT CAREFULLY.

The Homestay Host is responsible for:

1. Taking all necessary steps to ensure that the welfare and health of your homestay student is protected, and providing relevant support as required. If a *critical* incident arises with your Monash student, contacting Monash immediately (refer to attached sheet ***Critical Incidents*** for contact details)
2. Providing a safe and welcoming family environment for your homestay student to live in. Clearly explain all household rules and brief your homestay student fully on the use of household facilities.
3. Making an effort to interact and be pro-active in communicating in English with your homestay student, to assist the student to improve their English communication skills.
4. Making all efforts to honour the commitment made to host a student for an agreed period of time. If unforeseen circumstances prevent a Homestay Host from fulfilling their hosting responsibilities it is the obligation of the Homestay Host to give HAS as much advance notice as possible.
5. Ensuring your homestay student is able to maintain his/her own privacy and security in relation to personal belongings and affairs.
6. Providing HAS with all relevant and up to date information regarding the details of your household and its members. This includes any changes to the house (renovations etc), the number of people/students staying in your home and details of frequent visitors.
7. Treating your homestay student as though he/she is a member of the family/household, while giving due regard to different cultural backgrounds. You should apply the same standards as you would to a natural member of the family. Be suitably strict with your homestay student when giving permission for outings, taking into consideration their age, maturity and reliability.
8. Making a concerted effort to be aware of your homestay student's whereabouts at all times.
9. Providing a bedroom solely for your homestay student, containing a bed with linen, desk, lamp, waste paper basket and appropriate storage space for clothes and personal belongings.
10. Providing full board, consisting of breakfast, lunch and dinner, seven days a week (making available a cut lunch for school days). To the best of your ability, you should be flexible in regard to food, taking into consideration your homestay student's eating habits as well as their country of origin.
11. Ensuring that your homestay student has ready access to the house during the homestay period, whether by provision of a house key or any other suitable arrangement.
12. Assisting your homestay student with transport to and from campus when and where necessary. If your homestay student will be using public transport regularly, you must orientate them fully and travel at least once with them to and from campus.

Pick-up for any homestay students in your care after dark is not obligatory. This is at your discretion. However, the student's safety should be a primary consideration when exercising this discretion.
13. Not comparing the qualities or characteristics of previous homestay students nor should you compare the situation of other host families or homestay students around you.
14. Not entering into any private arrangements with homestay students. Homestay Hosts who do this will not act with HAS' authority and will be liable for any financial loss they suffer, as well as any incurred by Monash College Pty Ltd. A breach of this nature will jeopardise the Homestay Host's ongoing relationship with HAS.

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15. Providing an English-speaking environment for the homestay student. No two students of the same nationality/language group should reside with the Homestay Host at the same time, regardless of whether they are short-term or long-term students. To encourage spoken English in the home, non-native English speakers **cannot** host a student of their own ethnic background unless agreed to by the homestay student, host family and HAS. Please inform HAS staff of any other students that you have in your care at the time of accepting a placement or during a homestay student's stay.

For example, one Japanese and two Chinese students are **not** permitted. But one Japanese, one Thai and one Chinese student are allowed. However, if the homestay student's home educational institution has requested a double placement for that group of students, HAS will allow a double placement and will inform the Homestay Host accordingly.

16. Ensuring that there are no more than three international students (including students placed by HAS and any non-Monash students) staying with any one Homestay Host at any given time.
17. Giving advice or direction to a homestay student who wishes to relocate to longer term, independent accommodation.
18. Not expecting your homestay student to be available for child minding or babysitting.
19. Ensuring that your home is covered by public liability insurance.
20. Abiding by Australian law.

Other Matters

21. If the host mother is going away overnight during the homestay period and your homestay student is not going to accompany you, please contact HAS to discuss a suitable alternative arrangement for your student.
22. HAS may, at its absolute discretion, terminate a homestay placement prior to the intended date of termination for any reason without liability to compensate the Homestay Host for the balance of the unexpired term of the placement.
23. A Homestay Host must not unreasonably interfere with arrangements between other Homestay Hosts and their students. Unless it is a matter of a serious nature, action can only be taken by HAS where it receives a request and/or report from either the homestay student or Homestay Host involved. However, matters which might reasonably be considered to be of an illegal nature should be reported promptly.
24. Homestay Hosts are not to comment on matters relating to homestay other than their own particular situation.
25. Please be aware that under the *Equal Opportunity Act (1995) (Vic)* a person must not sexually harass another person in the course of providing accommodation to that person. Sexual harassment is an unwelcome sexual advance or unwelcome request for sexual favours or other unwelcome conduct of a sexual nature, in circumstances in which a reasonable person would anticipate that the person harassed would be offended, humiliated or intimidated. HAS will not tolerate sexual harassment against students. Students from Asian countries may not be accustomed to any degree of physical intimacy, even from their own family members, and may be less able to express their feelings than their Australian counterparts. Homestay Hosts must, therefore, endeavour to put themselves in the shoes of their student before engaging in any intimate conduct. If there is any risk that the conduct will be unwelcome, or may humiliate, upset, intimidate or embarrass the student, the family member must not engage in that conduct. Should such an incident be alleged to occur during a Homestay placement the Police will be notified.

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26. It is a requirement of the Homestay program that each Adult person (aged 18 years and over) who ordinarily lives in the Homestay Host's household at any time provides evidence of a current Working With Children Check (WWCC).

If any Adult in your household is charged or convicted with a criminal offence or an offence under the Working With Children Act during your participation in the homestay program, you must immediately notify HAS in writing. If, on the basis of the Working With Children Checks or any subsequent information provided to HAS, HAS reasonably determines that it is not appropriate for your household to participate in the homestay program, it may terminate its arrangements with you, and arrange for homestay student/s staying with you to be placed elsewhere.

27. Monash College Pty Ltd does not assume any legal liability or responsibility for any damages or loss of income incurred by the Host family while they are hosting a student.

Host families acknowledge that this Memorandum of Understanding is to be treated as a confidential document, and may not be shown or given to any other organisations engaged in the provision of homestay accommodation.

This Memorandum of Understanding with Monash College Pty Ltd is valid for two years from the date of signature.

I/We have read this Homestay Placement Memorandum of Understanding and the Homestay Manual and understand and accept my/our responsibilities. I/We understand that any breach of this Memorandum of Understanding may lead to my/our exclusion from any future programs, legal action, and/or criminal charges.

I/We agree to and accept that for each Homestay placement, HAS will send my/our family profile to my/our new student and their family. Homestay Host profiles will also be sent to partner institutions/universities and/or their agents where relevant to the student placement

I/We agree to Homestay Accommodation Services sending me/us messages via SMS and/or email as and when required.

Each member of the household aged 18 and over must sign and date this Memorandum of Understanding.

Full Name Signed Date/...../.....

Full Name Signed Date/...../.....

Full Name Signed Date/...../.....

Full Name Signed Date/...../.....

Address.....

You should contact Homestay Accommodation Services, Monash College Pty Ltd, if it is going to prove difficult for you to meet any of the above responsibilities.

Please sign and return one copy of this Memorandum of Understanding to:

Homestay Accommodation Services
Monash College Pty Ltd
Building 73, Clayton Campus, Monash University
Wellington Road, Clayton VIC 3800

Telephone +61 3 9902 0122 Facsimile +61 3 9902 0313

Email: has@mcpl.monash.edu.au

Website: www.monash.edu.au/mcpl/homestay

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Critical incidents

A critical incident is a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. Examples of a critical incident include:

- a student missing or unable to be located
- encountering severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disaster
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

If your student is involved in a critical incident you must advise Monash immediately.

Contact [Monash Security](#):

Campus	General security	Emergencies
Berwick	990 47444	990 53333
Caulfield	990 32211	990 32211
Clayton	990 53059	990 53333
Peninsula	990 44318	990 53333

Contact Homestay Accommodation Services (business hours) on one of the following phone numbers:

990 20122

990 58326

990 20318

990 55557

Or email: has@mcpl.monash.edu.au