

RESIDENTIAL CAREGIVER BOOKLET

WELCOME

Thank you for agreeing to share your home and family with a TNIS International Student. As a TNIS homestay we ask you to provide a safe, welcoming and friendly environment for your student where they will feel included as part of your family.

These students are expecting an experience of a lifetime. Sometimes life-long friendships are formed as a result.

ARRIVAL

- We will give you as much information about your student as we can so that you can be in touch before their arrival date.
- TNIS will arrange collection of the student and bring them to your home or arrange that the Host Family collects them from the school reception.

BEDROOM

- Own room – needs to be a private space. Please make sure that your family do not intrude.
- Bed (and all linen), storage for clothing and personal items.
- Have a desk, chair and adequate lighting for study, ideally in their room.
- Heating available as required. Be clear about when to turn the heating off and how to use it.

MEALS

- Monday to Friday – please provide breakfast, a packed lunch, after school snacks and an evening meal.
- Saturday and Sunday – please provide breakfast, lunch, an evening meal and snacks as per normal family arrangements.
- Let your student know how much notice you need if they will not be home for a meal.
- Please be clear about any house rules regarding food (eg is it OK to eat snacks in the bedroom?)
- If you take your student out for lunch or dinner it should be treated as a meal at home and paid for by you. If your student chooses to go out for lunch or dinner with their own friends, it is the student who pays.
- Do not hide food or reserve food for your family.

HOUSEKEEPING

- As a member of the family, students should assist with household tasks if asked to do so but remember, they are not housekeepers or babysitters.
- You are responsible for the student's laundry. However, as some students prefer to do their own please ensure that they know how and where you would like them to do their washing. Some students do not like their washing hung out in public; please find a way to respect their wishes.
- You may need to explain to your student how your shower and other bathroom facilities work, including any limits on the supply of hot water, not placing toilet paper in the bin, not placing sanitary items or any other objects in the toilet.

INTERNET

- Students need to be able to stay in contact with their family and friends. Please take the time difference in your student's home country into account when setting access restrictions to the internet. A good resource for you and your student is www.netsafe.org.nz
- It is not appropriate to use the internet for hours. This can have an impact on the student's progress at school and their wellbeing. We suggest two or three hours each day is reasonable.
- If the student makes excessive use of your capped internet connection, you may consider talking to the student about usage requirements, and limiting time.

SCHOOL UNIFORM

Before school begins, please take your student to TNIS so they can purchase school uniform.

They will also need to have plain black shoes and socks or tights.

For more detailed information refer to the school website.

TELEPHONE

- On arrival, assist your student to access a mobile phone network in New Zealand if they have a phone.
- Make sure your student is carrying your home address and relevant phone number with them.
- Discuss with your student any rules about the use of the landline phone. In the unlikely event that your student uses the landline for a toll call, TNIS accepts no responsibility for any student incurred expenses.

TRANSPORT

Please show your student:

- How to get from your house to school and back again. Information on school bus routes is available on www.maxx.co.nz
- How to read relevant bus timetables and where the bus stops are.
- Where to buy a HOP card and how to use it.
- Please either, walk, drive or bus with your student to TNIS on their **first day and until they are sure of the route.**
- Please be willing to collect your student from after-school events, sports practices etc. This is of particular concern to us during the winter months, when it is dark, cold and wet.
- All students are responsible for paying their own transport costs.
- Homestay families need to adhere to all relevant transport safety legislation, including the use of car restraints, cycle helmets and not overloading vehicles.
- Students may only travel with a fully New Zealand licensed driver. Please check licenses. No overseas licenses are acceptable.

HOMESTAY PAYMENTS

- \$320.00 per student per week from February 2019.
- Payments are made one week in arrears and one week advance by direct credit from the school on a fortnightly basis, pro rata from the day the student first arrives.
- Check your insurer covers any claims you may need to make as a result of hosting a student. The school is not liable for costs associated with any damage or breakages through any acts or omissions on the part of your student. Such expenses would normally be met by the student through negotiation with their agent or the international office.

TRIPS AND HOLIDAYS

- You must not leave a student unsupervised overnight at any stage, regardless of their age. This is a legal requirement.
- If you are going to be away overnight or longer, please give us at least five working days' notice so that a temporary home can be found for your student. Otherwise we expect you will take your student with you. Your responsibility cannot be assigned to another person without school approval. Homestay payment will not be made to you in this situation.
- No international student is allowed to stay away from their host family home overnight (eg sleepover at a friend's house) without the consent of their host family. First check that the accommodation is suitable by phoning to ensure that a suitable adult will be available to supervise students.
- If a student is away from their homestay for seven consecutive nights or more during the school year, the homestay payment will be \$20 a night (2 weeks notice is requested from natural family). If the normal two week homestay payment has already been paid in advance, we ask you to refund the student at this rate, or refund the school. If the student is away for fewer than seven consecutive nights the payment remains at the normal rate.
- Long term students usually return home for the Christmas holidays.
- Unless otherwise agreed in writing by the parties, the contract states that the Natural Parents provide consent to the Student's Homestay or Residential Caregiver (where applicable) for the Student to undertake supervised leisure travel and overnight stays within New Zealand for a period of not more than seven days where the leisure travel or stay does not involve the Student participating in any adventure activities or extreme sports or result in the Student missing any scheduled school days.

AIRPORT TRANSFERS

- Students returning home for the holidays and coming back to NZ, or other plane travel, are responsible for paying their own way to and from the airport. These airport collections/drop offs are at the discretion of the host family. If you ask your student for a contribution, we suggest \$75 per trip.

DEPARTURES

- TNIS may make arrangements for delivering the student to the airport on their final departure from NZ. This will include helping them check in and then seeing them through to the departure area on the first floor. Consultation with the host family will take place if they would like to be part of this process.

HOMESTAY CHANGES

- The homestay contract commences from the first night that the student stays in the homestay.
- Two weeks' notice by either party or two weeks payment in lieu of notice is required.
- For temporary homestay changes including emergency situations, please contact our Homestay Manager so alternative arrangements can be made and the student's family notified.
- TNIS reserves the right to move a student without prior notice if necessary. Should this happen to you, please do not feel offended. This may be because the student is too embarrassed and uncomfortable to stay once the decision is made or for cultural reasons. This does not occur very often, but if it does we make every effort to place another student in your household.
- In such circumstances, a refund may be due to TNIS. We ask for your cooperation if this should occur. This is the student's homestay money and is returned to them.
- Everyone in the home who is over 18 years of age needs to have a police check. Please advise the school of any changes regarding who is living at the house.

HEALTH

- Please take your student to your own doctor in cases of illness or to the nearest hospital or emergency clinic for urgent care. Enabling a student to have access to healthcare is a requirement of the Code of Practice.
- International Students are required to have current medical and travel insurance while studying in New Zealand. Students should always carry their insurance card in their wallets. Students must pay for medical visits and prescriptions themselves, and then bring the receipts to the International office so we can arrange reimbursement from the insurance company.
- This applies to dental treatment also.
- ACC does cover students for certain no-fault accidents. Any difference should be covered through the students insurance.
- Please contact the International Student Director to assist if you have particular concerns about the mental health of your student.

Important: You must make appropriate arrangements to collect your homestay student from the Health Centre should the need arise. Any student who is unwell at school is expected to be collected & taken home (or to a GP if necessary). They are not to be left in the Health Centre for the day if unwell: requirements and expectations are the same as for your own children. If your homestay student is unable to attend school due to being unwell then it is a legal requirement that they not be left at home alone if under the age of 14 years.

ATTENDANCE

- School begins at 8.45am and finishes at 3.00pm. No student may leave the school grounds without written permission.
- Please contact the school if the student will be absent due to illness. If possible, this should be done before 9am on the morning of the absence. This is also a requirement under the Code of Practice. You may be contacted by the attendance officer if there are any queries about absences.
- A study visa is issued on the condition that your student attends school. TNIS is obliged to inform New Zealand immigration service of any cases of frequent or unexplained absences.
- It is also a condition of their visa that they are making progress with their course of study. If you have any academic concerns regarding your student please contact their teacher and/or the International Student Director.

EMERGENCY SITUATIONS

- When an international student is in a homestay situation, the school has overall responsibility in the case of emergencies during and outside of school hours. This means that the school should be contacted as soon as possible if an emergency occurs. The 24 hour emergency contact phone for international students only, is 489 3940, select Option 2. This phone is always monitored by a member of TNIS staff.
- The school is responsible for contacting the international student's parents. As a host family, you are not responsible for this, and in an emergency or accident, contact with the international student's parents should be made by a representative of the school only.
- If you are concerned for your student's well-being and unsure of what to do, call the student's emergency contact for assistance as it is better to be cautious.
- The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but students may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at <http://www.acc.co.nz>

CURFEW GUIDELINES

- We suggest that for children under 15 years old a curfew of 6pm is appropriate unless other arrangements have been made.
- Please check who students go out with. You may need to drop off and pick up. Students should not be wandering the streets late at night.

CULTURAL DIFFERENCES

- It can take time to get used to the 'Kiwi' life-style. Discuss with your student how your family greets, says good night etc. Most problems occur through cultural differences and not bad behaviour so communication can go a long way to solving many problems.
- Be aware a student may find your accent and colloquial expressions unfamiliar.
- Treat the student as you would want your son or daughter to be treated overseas and you will get it right 99% of the time.
- Most students are in New Zealand to complete their education. A student here for a short time has different expectations to a long-term student.
- Please encourage good study routines and ask them how they are doing at school.
- At times this can be a challenging and frustrating experience but ultimately we hope that you find it fun, rewarding and fulfilling. Many host families have an international network of friends as a result of hosting. These guidelines have evolved over a number of years. Please discuss them as a family and with your student.
- TNIS reserves the right to decline any application by a family or a student, without explanation.
- Visit this website to learn more about Cultures
https://culturalatlas.sbs.com.au/countries?utm_source=theculturalatlas.org&utm_medium=redirect&

Please contact the Homestay Manager or International Student Director if you have any questions at any time during your students stay.

Emergency Contact: Takapuna Normal Intermediate School : phone 489 3940 option 2

Rachel Holland-Bosch - International Student Director - studynz@tnis.school.nz

CODE OF PRACTICE

All code requirements apply to all of our students regardless of age. The relevant section pertaining to Residential Caregivers is Section 22 and 26. Full copies of the Code are available at www.minedu.govt.nz/goto/international

26. Process: accommodation

1. In relation to an international student under 18 years who is in the care of a residential caregiver, the signatory must—
 - a. ensure that the student's accommodation is safe, is in acceptable condition, and meets all regulatory and legislative requirements; and
 - b. ensure that an appropriate safety check has been completed for a residential caregiver; and
 - c. maintain effective communication with the student and his or her parent or legal guardian when accommodation issues arise, and must take responsibility for addressing those issues, including reporting them to relevant authorities and moving students to appropriate accommodation; and
 - d. conduct sufficient student interviews and home visits to monitor and review the quality of residential care, taking into consideration the age of the student, the length of the stay, and other relevant factors; and
 - e. ensure that the parent or legal guardian of the student has provided written agreement that the designated caregiver will be subject to the signatory's approval and that the signatory is not responsible for the student's care when the student is in the custody of the designated caregiver; and
 - f. ensure that there is appropriate separation of international students from students of different ages in the accommodation; and
 - g. ensure that the student is appropriately supervised in the accommodation.