



Residential Caregiver Booklet

Homestay Payments

Payments are made fortnightly by automatic payment into your bank account. Please supply a Bank Deposit Slip with account number for ease of payment. Payments are finalised on the Thursday before each pay date.

2019 Payment Dates

1 January
15 January
29 January
12 February
26 February
12 March
26 March
9 April
23 April
7 May
21 May
4 June
18 June
2 July
16 July
30 July
13 August
27 August
10 September
24 September
8 October
22 October
5 November
19 November
3 December
17 December

Thank you for agreeing to share your home and family with a Northcote College International Student. As a Northcote College 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.
- We expect the host family to collect their student from the airport – it's the first part of the bonding experience and always a thrill for the students to see their family for the first time!
- Wait near the pre-arranged collection desk at the airport, with a sign showing the student's name. If there are any problems they are told to wait at the McDonalds nearby.
- Northcote College will pay homestays \$50.00 to cover your expenses when the student first arrives in NZ.

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.
- If you are going to be away from home for a meal please make arrangements for your student. (eg leave something they can heat in the microwave)
- 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 a screen for hours. This can have an impact on the student's progress at school and their wellbeing. We suggest recreational use be limited to a few hours daily.
- If you have a capped internet connection and the student is making excessive use of wifi, you may consider charging the student a small weekly fee (eg: \$5 to \$10 per week) as internet costs are not included in your homestay payment. You need to make these arrangements directly with the student.



SCHOOL UNIFORM

- Before school begins, please take your student to Yarnton's in Highbury so they can purchase school uniform if in Years 9 to 12. This applies to students studying here for 10 weeks or more. We have some items available to lend students.
- They will also need to have plain black shoes and socks or tights.
- For more detailed information, including dress code for Year 13 students, refer to the school website under Enrolments.

TELEPHONE

- On arrival, assist your student to access a mobile phone network in New Zealand.
- Make sure your student is carrying your home address and relevant phone number with them especially when new here.
- In the unlikely event that your student uses the landline for a toll call, Northcote College accepts no responsibility for any expenses incurred by the student.

TRANSPORT

- Northcote College international students are NOT allowed to own or drive a car.

Please show your student:

- How to get from your house to school and back again. Information on school bus routes is on the school website www.northcote.school.nz
- How to read relevant bus timetables and where the bus stops are. Downloading the AT app is a good idea.
- Where to buy a HOP card and how to use it.
- Please either, walk, drive or bus with your student to Northcote College on their first day and until they are sure of the route.
- All students are responsible for paying their own transport costs.
- 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.
- 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

- \$290.00 per student per week. \$310 per week for students under 14 years of age.
- Payments are made two weeks in advance by direct credit from the school, pro rata from the day the student first arrives.
- The school accounts office may send statements for your student to your email from time to time. Please forward on to your student. You are not liable.
- 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.
- All overnight travel, or travel outside Auckland, needs biological parents' authorisation in writing to the school – refer students to our office for more details on authorisations and conditions of travel.
- 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. We expect hosts to first check that the accommodation is suitable by phoning to ensure that a suitable adult will be available to supervise students in the case of a sleepover.
- If a student is away from their homestay for seven consecutive nights or more during the school year, the homestay payment will be \$10 a night. If Northcote College does not receive two weeks' notice of the trip and 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.
- Students who are going home and then returning to the same homestay after the Christmas holidays will pay \$10 a night to



a maximum of \$600 room retainer for the time they are away. If you need to use the room while your student is away and the student has packed their belongings into storage then no retainer will be paid.

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 \$50 per trip.

DEPARTURES

- Northcote College will pay homestays \$50.00 for taking their student to the airport on their final departure from NZ. To receive this payment you need to help them check in and ensure they go through departures on the first floor.

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 International Student Accommodation Manager so alternative arrangements can be made and the student's family notified.
- Northcote College 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 Northcote College. 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.

CODE OF PRACTICE

- All code requirements apply to all of our students regardless of age. A summary of accommodation requirements is below. Full copies of the Code are available at www.minedu.govt.nz/goto/international

SMOKING & ALCOHOL

- Sale of cigarettes to those under 18 years is illegal in New Zealand.
- No smoking in school uniform, ever.
- Sale of alcohol to those under 18 years is illegal in New Zealand. Although the law says in some circumstances supply of alcohol is permitted to those under 18 years of age, the school rule is that international students at Northcote College are not permitted to drink alcohol.

HEALTH

- Northcote College employs a registered nurse who is available to see students at school regarding any health concerns and may contact you to let you know if your student needs to return home from school or needs other assistance for health matters.
- 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 details with them. 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.
- Northcote College also has counselling staff, who may be able to assist if you have particular concerns about the mental health of your student.

ATTENDANCE

- School begins at 9am and finishes at 3.30pm, except Wednesday when class begins at 9.30am. No student may leave the school grounds without written permission.
- Please contact the school attendance officer, Julie Lewis jlewis@northcote.school.nz to confirm any legitimate absences, for example 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. We need students name, year level and reason for the absence each time. You may be contacted



by the attendance officer if there are any queries about absences.

- Alternatively, download **SchoolsAppNZ** to your device, Search for Northcote College and then subscribe to the alerts you want to receive, using the menu at the top left of the app's front page
- A study visa is issued on the condition that your student attends school. Northcote College 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 our Director of International Students.

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 **027 481 0013**. This phone is always monitored by a member of Northcote College 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

| Age | Sunday to Thursday | Friday and Saturday |
|----------------|-----------------------------|--------------------------------------------|
| Under 15 years | 6.00pm | With appropriate supervision, by agreement |
| 15 to 18 years | 6.00pm | 11.00pm |
| Over 18 years | Negotiable with host family | Negotiable with host family |

You need to be aware of your student's whereabouts at all times. Students under 16 should not be going to parties unless you are very sure of the arrangements and 16-18 year olds must give you all of the details which will need to be checked. At other times 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.
- Many host families have an international network of friends as a result of hosting. Ultimately we hope that you find it a fun, rewarding and fulfilling experience even though you may find some aspects challenging and frustrating at times. Please contact our office if you need support of any kind.
- These guidelines have evolved over a number of years. Please discuss them as a family and with your student.
- Northcote College reserves the right to decline any application by a family or a student, without explanation.



Please contact the staff at the International Students Office if you have any questions at any time during your students stay. Find us at Northcote College, Gate 5, Kauri Glen Road, Northcote 0627, Auckland. Visitor parking available.

| | Position | Daytime phone | After hours |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-------------------------|
| Mrs Catherine Smith | Director of International Students csmith@northcote.school.nz | 481 0147 | 482 0936 021 717 874 |
| Ms Bronwyn Hill | Assistant Director overseas@northcote.school.nz | 481 0141 ext 708 | |
| Ms Rebecca Philipson | International Student Accommodation Manager homestay@northcote.school.nz | 481 0141 ext 713 027 591 2006 | 027 481 0013 |
| Mrs Ellen Wang | Chinese Student Support ewang@northcote.school.nz | 481 0141 | |

Reprinted as at 14 July 2017 Education (Pastoral Care of International Students)

Code of Practice 2016

Part cl 26

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 re- view 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.
- (2) In relation to an international student 18 years or over who lives in accommodation provided or arranged by a signatory, 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) maintain effective communication with the student when accommodation issues arise, and must take responsibility for addressing those issues, including reporting them to relevant authorities.
- (3) In relation to an international student 18 years or over who arranges accommodation for himself or herself, the signatory must ensure that the student is directed to relevant advice and information that will enable the student to understand his or her rights and obligations as a tenant in New Zealand.*
- (4) In this clause, accommodation issues include issues of health and well-being arising from a student's accommodation or connected with it.

*All students on a student visa to study at Northcote College must be in a homestay or a designated caregiver, not independent accommodation. This applies even if they are over 18 years.