

Homestay Information for International Students

Rosehill College, Auckland
New Zealand

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YOUR HOMESTAY FAMILY

- Your host family will give you some rules to follow. We have provided you with a list of questions.
- to help you get to know your host family.
- Eat dinner with your family and spend some time with them each evening. This will improve your
- English and help you get to know them.
- Say “goodnight” when you go to your bedroom for the night.
- Join in with your host family on outings.
- Offer to pay for your meal if they take you to a restaurant. They may not accept it but it is polite to offer.
- Speak to your host family about using the kitchen. They may not want you to cook or they may allow you to cook a meal for the family sometime.
- Let the homestay co-ordinator know if you have any problems with your family. She is there to help.
- If you wish to stay overnight at a friend’s house, you must let your homestay family and the international department know at least 2 weeks beforehand as the family will need to be checked and police vetted.
- Respect the family’s property. If you break or damage something, you may be asked to pay for it.
- Always tell your host family well in advance if you will not be home for a meal and agree on a time to come home. Keep in touch by text.
- It is polite to introduce your friends to your host family.
- You should not use your cell phone while being spoken to.
- It is not appropriate to have a member of the opposite sex in your bedroom.

COMPUTER USE

- It is very expensive to use the internet in New Zealand and there are strict copyright laws. You must not download material such as movies and games. Your host family will explain their rules to you around use of the internet.
- If you exceed the household internet budget, you may be asked to pay the extra cost.
- You should not be up at night playing games on the internet. Your family may turn off the Wi-Fi connection at night if you abuse this rule.

MONEY MATTERS

- Very soon after your arrival your caregiver should help you open a bank account. The ASB has many branches including one very close to the school in Highland Park.
- Do not bring large sums of money to school or leave a lot of cash in your room. Deposit it in the bank.

FOOD

- If there are some types of food you would particularly like, let your host parents know.
- If there is some food you don’t like, speak to your host mother about it
- Food should not be kept in your bedroom.
- Please do not get up in the night to cook food.
- It is polite to put your own dishes in the dishwasher.
- It is polite to say “please” and “thank you” especially after a meal.

USING THE BATHROOM / HYGIENE

- A daily shower is necessary.
- Discuss with your host parent the best time for your shower each day.
- Five minutes is all the time you need in the shower.
- You should provide your own soap, toothpaste, shampoo, etc. and all other personal products.
- Ask your host family where you should keep these items.
- It is good hygiene to wash your hands before eating.
- You should clean your teeth before coming to school and before bed at night.
- All clothes that are close to your body should be washed regularly, eg underwear and socks (daily), shirts, blouses (twice a week).
- **Please leave the bathroom clean and tidy**

CLOTHES WASHING

Your hosts will do your clothes washing for you but if you prefer to do your own, ask your hosts about a convenient time for you to do it.

KEEPING YOURSELF WARM

- Heating and electricity are expensive in NZ. Most homes do not have central heating.
- Wear warm clothing if you feel cold, rather than turning on the heater.
- Speak to your host family about heating in your bedroom. Ask your host parent if you would like more blankets on your bed.
- For winter, buy some warm pyjamas or nightdress to wear in bed – bedsocks are also good for cold feet.
- Slippers to wear in the house will keep your feet warm.
- A hot water bottle in your bed, or on your lap when studying, will keep you warm.
- Don't hang clothes over an electric heater to dry as this could cause a fire.

CARING FOR YOUR BEDROOM

- Make your bed each day.
- Ask before sticking posters on the bedroom walls.
- Keep your room tidy.

HEALTH

Rosehill College has a team of school nurses who can help with any personal or minor health issues. They are in the Health Clinic.

MOVING HOMESTAY

If you wish to move to another homestay family, you must first discuss this with the one of the Homestay Co-ordinators, or someone in the International Office. Any new homestay family will need to be checked by the school first for their ability to care for you. Your present homestay family will need a week's notice before the move. If you are unable to give them a week's notice, you will need to pay them a week's board payment in lieu of this notice.

Students may NOT live alone, or in accommodation shared with friends, even if they are over 18.

TRAVEL & HOLIDAY PLANS

All International Students must make the International Office staff aware well in advance of all travel plans. Any travel without your homestay family must be prior approved by the Director of International Students. Permission forms for this are available at the International Office. If you are travelling without your homestay family, you must be accompanied by an approved adult or travel with a licenced student travel company approved by the school.

If your holiday trip involves outdoor adventurous activities eg skiing, tramping, bungy-jumping, hang gliding or surfing, make sure you understand what safety measures are involved. You also need to check if your insurance company covers you for these activities and ensure the international department has got written permission from your natural parents.

HOMESTAY PAYMENTS DURING HOLIDAYS

Term Breaks

The school continues to make homestay payments during the three 2 week term breaks. If you travel away from your homestay family over these term breaks your homestay family will continue to receive your board payments.

Christmas Holidays

If you travel home overseas in the Christmas holidays and you can store all of your belongings away temporarily, then no homestay payments would be made to the homestay family over the long Christmas holidays. If the homestay family is unable to use the room over this period because of your belongings taking up the space, then you may be asked to pay a retainer. We recommend no more than \$50 per week to a maximum of \$200. You need to talk to the International Office about this before you go on your long holiday break.

STAYING SAFE

Recommended Curfew Times:

AGE	SUNDAY-THURSDAY	FRIDAY	SATURDAY
Under 15 years	6 pm	Under supervision	Under supervision
15 Years	6 pm	10 pm	10 pm
16 Years	6 pm	10 pm	10 pm
17 Years and over	6 pm	11 pm	11 pm

Staying safe whilst in New Zealand is very important. Our Rosehill College International staff is available 24 hours a day for urgent questions outside school hours, ph. 027 463 0267

For Police, Fire Service or Ambulance, telephone **111**

Like every country, there is crime in New Zealand so you need to be alert at all times.

How do I avoid unsafe situations?

- Know the name, address, and phone number of your homestay family.
- Choose friends wisely and get to know them – avoid lending money or letting people know how much money you have.
- Never get into a car driven by someone who has been drinking alcohol, who only has a restricted licence or who you do not know.
- If someone bullies you, threatens you or tries to take your belongings from you, inform a teacher or a member of the international staff.
- Know where your passport is at all times. Never lend your passport to anyone else.
- Take care crossing roads and always wear your seatbelt when travelling in a car.
- Fake documents are illegal.
- Drug, including Marijuana, are illegal in New Zealand. Police may prosecute if you are caught taking, selling or buying drugs.
- When travelling to and from NZ never carry packages for other people that you haven't packed yourself.
- It is illegal to drink or purchase alcohol if you are under 18 years old.
- While living in New Zealand and studying at Rosehill College, **YOU ARE NOT ALLOWED TO OWN OR DRIVE A CAR OR MOTORCYCLE.**
- New Zealand has many beautiful beaches, but swimming can be extremely dangerous. Never swim alone and always swim between the flags or in areas that are deemed safe and controlled by lifeguards.

QUESTIONS FOR YOU TO GO THROUGH WITH YOUR HOMESTAY

PARENT IN THE FIRST FEW DAYS - Settling in First Days Question Sheet:

1. What do I call you? Mum, Dad or your first name?
2. What am I expected to do daily, other than
 - a. Make my bed
 - b. Keep my room tidy at all times
 - c. Leave the bathroom clean and tidy every time I use it
3. What should I do with my dirty clothes? Where do I keep them until wash days?
4. Should I wash my own under-clothes?
5. Where should I dry any clothes I wash?
6. What are the arrangements for ironing of my clothes?
7. May I use the iron, washing machine, sewing machine etc?
8. Where can I keep my personal bathroom toiletries?
9. When is the best time for me to use the bathroom on weekday mornings?
10. What time must I get up weekday mornings?
11. What time must I get up on weekends and holidays?
12. When is the best time for me to have a shower a.m. or p.m.? How long may I stay in the shower?
13. May I use the bathroom toiletries (i.e. household shampoo/conditioner, soap, toothpaste)?

14. What time are meals?
15. What would you like me to do at meal times? For example:
 - a. Set the table
 - b. Clear the table
 - c. Wash up
 - d. Put everything away after a meal
 - e. Dry up
 - f. Empty the rubbish bin etc.
16. May I help myself to food and drink (non-alcoholic) at any time or must I ask first? (within moderation)
17. What areas of the home are strictly private e.g. parents bedroom, study, sewing room?
18. May I put my pictures, posters etc on the walls in my bedroom?
19. May I rearrange my bedroom?
20. Where can I store my suitcase?
21. What time must I go to bed and turn the lights out on weekdays and weekends?
22. Do I have to ask if I go out? (Exceptions by special arrangements)
23. When are the birthday dates of my host mum, dad and siblings?
24. Can I have friends to stay overnight?
25. Can I invite friends around in the day? (Not opposite sex, if parents not there)
26. What are the rules about using the telephone including toll calls?
27. What are the rules about sending and receiving emails and using the internet
28. May my friends phone me?
29. What is the address for incoming mail?
30. Do my host parents have any dislikes? E.g. chewing gum, music, being interrupted when reading the newspaper, smoking, changing the TV channel.
31. Do my host brothers or sisters have any likes or dislikes?
32. How do I get around? E.g. is there a bus route? Do I get a bicycle? Will it be possible to get a lift to and from parties etc?
33. May I play the stereo, television, VCR, etc?
34. Do you expect me to telephone if I am going to be 10, 20 or 30 minutes late?
 - a. From school
 - b. From any other outing
35. When we go out as a family should I pay my own entrance fees, meals etc?
36. What arrangements are there for making lunch

- a. On a school day
 - b. At the weekends
37. What else should I do around the house?
- a. Keep my room tidy
 - b. Vacuum
 - c. Dust
38. If I have any problems, who would you like me to go to?
39. Is there anything else you would like me to know?

INFORMATION ABOUT COLLEGE ATTENDANCE

It is a requirement of your Student visa that you must attend school regularly. Immigration New Zealand and the school can terminate your right to remain in New Zealand if you have poor attendance.

When do I have to be at school?

Students must be at school at 8.35am unless sick. On Tuesdays students start classes at 9.35am.

What do I do if I can't come to school because I am sick?

Get your parents/guardian to ring please phone the Attendance Officer on 295 0661 Ext 869 or 0800 RCAWAY (0800722929) at any time and leave a message with your name, tutor Group and why you are not coming to school.

What should I do if I am late to class?

You need to go to the Student Office where you will get a late pass that you will show to your teachers.

What if I am away for longer than a day?

You can ring the school each day unless you are away for longer than three days. If you are away for longer than three days get your homestay to phone the international staff.

Do I need to have a written note when I come back to school?

Yes. Get your homestay to write a note that explains why you were away. Give this note to your Tutor Group teacher when you go back to school.

What do I do if I feel sick at school?

You should go to the Health Clinic beside Student Support. If in class, excuse yourself and report to the nurses.

Can I call my homestay to pick me up?

No. If the nurses at the Health Clinic think that your homestay needs to be called, they will call them for you.

What do I do if I need to leave school for a doctor or dentist appointment?

You need to bring a note to school that is signed by your homestay with the information about your appointment. This information includes:

- the time you will leave school

- the time of your appointment
- the time you will return to school

You need to take this note to the Student Office where you can sign out of school.

What should I do if I need to leave school for another reason?

You need to bring a signed note from your homestay and take it to the International staff or your Head of House

What happens if I need to take a couple of days off school for a reason apart from being sick?

You should complete a "Special Leave" form, obtained from the international team, at least two days before you are not going to be at school. If you want to take more than three days off school you need to complete this form at least two weeks before you take the time off.

Can I leave the school premises at lunchtime?

No you have to stay on school grounds at all times.

WHAT TO DO IF YOU HAVE A PROBLEM

Problems at school

With teachers or subjects:

You can see the staff in the Careers Department for excellent advice on choice of subjects, your courses, or entry to tertiary study. You could also make an appointment to see your Head of House. Alternatively, you can ask the International Students Director for advice. Any of these people may be able to help you deal with the problem. If you have seen them, and you still think you have a serious problem you could ask to see the Deputy Principal.

With school friends:

See your Tutor or your Head of House or you can see one of the students Counsellors. We also have a Chinese counsellor who is at the school on a part time basis. You can make an appointment at the Student Support.

Discrimination or Harassment:

If you feel you are being discriminated against in any way, or harassed, you can see your Head of House, the Director of International Students, or one of the student Counsellors. It is important to tell someone at school so that you receive the help and advice needed to deal with this.

Problems with home/homestay

See the Homestay Co-ordinator (24-hour mobile ph. 027 463 0267).

Language problems

If you have difficulties expressing yourself in English we have several teachers who can help. We have several teachers who can speak Chinese, Japanese, Spanish, French and Hindi.

If you are still not satisfied, you or your parents can write to the Director of International Students.

If you still feel your problems have not been solved, you can contact the New Zealand Qualifications Authority (NZQA) www.nzqa.govt.nz Phone 0800 697296 or qadrisk@nzqa.govt.nz

If it is a financial or contractual dispute, you can contact iStudent Complaints by phone on 0800 006675. More information is available on the iStudent Complaints website:
www.istudent.org.nz

You must be able to show them that you have tried to get the school to act before you contact them. They will consult the school to see if anything can be done to help you. If you do have a problem, please ask for help while it is still a little problem. Do not wait for it to become a big problem. If you are not confident that your English is good enough you can always bring a friend who has better English.

We hope your stay here will be a happy one.

Here is a list of useful telephone numbers:

Name	Number	Contact
Homestay		
Emergency Phone – 24 hours	027463 0267	Emergencies Only
International Director	092950661 Ext 824	a.henwood@rosehillcollege.school.nz
Homestay Fee Queries	092950661 Ext 884	c.booth@rosehillcollege.school.nz
Emergency 24 Hours: Fire, Ambulance, Police	Dial 111	
Telecom operator	International Directory Service 0170	
Telecom operator	National Directory Service 018	
Youthline 24 hours	0800 376 633	
Chinese Helpline	0800 111777	
Bruce Pulman Park	0800 785 626	
N.Z. Immigration Service	(09) 914 4100	
Student Safe – medical insurance 24hr assistance	09 3561650	
IRD Student Loan Enquiries	0800 377 778	
Department of Internal Affairs – passport enquiries	0800 225 050	
Accident and Medical Centre – Counties Care	09 299 9380	
Counties Care Pharmacy	09 296 2096	
Alcohol & Drugs Helpline	0800 787 797	
Gambling Helpline – English, Mandarin, Cantonese, Korean	0800 862 342	
Youth Law – legal advice 10am-4pm, Monday to Friday	(09) 309 6967	
Auckland Sexual Health Services - advice on sexually transmitted diseases	(09) 307 2885	
Auckland Sexual Abuse Help	09 623 1700 (24	www.sexualabusehelp.org.nz
Chinese Lifeline	522 2088 0800 888 880 (24	www.lifeline.org.nz
Lifeline	09 522 2999	

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