



Pakuranga College

Homestay Information for Caregivers of International Students



INTRODUCTION

Thank you for welcoming an international student into your home. It is quite an undertaking to have a new person from another culture living in your home, and we appreciate your efforts.

International students, especially those who have only just arrived in NZ, may feel homesick at first, and need a little extra care.

We have produced a booklet for students – “**Homestay Information and Guidance for International Students**”. Please check that your student has this. **Please read this yourself** so that you are familiar with our advice to students. Also, we suggest you may find it helpful to read through the whole booklet with your student as it covers a range of issues that may arise for students living in NZ homes for the first time. It also contains a list of questions which you might like to go over with your student in the first few days.

HAVING A HOMESTAY

Minimum Basic Requirements

Meals Three meals a day, including a packed lunch during the school week

- **Laundry** Washing and/or ironing
- **Chores** Board rates are set so that students can spend maximum time **studying**
- **Toiletries** Students provide their own soap, toothpaste and shampoo.
- **Bedroom** Should be equipped with a table or desk and reading light for study purposes
- **Heating** Students will feel the cold and adequate heating should be provided. Your power bill **will** go up!
- **Personal Warmth**, friendship and support.
- **Internet** Please ensure you have sufficient GB's to cover the extra teenager in your home

RESPONSIBILITIES

Student Care

Most problems occur through cultural differences and not bad behaviour, so communication can go a long way to solving many of the potential problems. **Treat the student as you would want your own son or daughter to be treated overseas and you will get it right 99% of the time.**

You are responsible for your student for the school year including holidays. Students must not be left alone overnight in the house, particularly for weekends. Please ring the Homestay Co-ordinator to make arrangements if you need to go away overnight. Sufficient notice is required.

Please ensure your student has your name, address and phone number written down on a card in their wallet, especially in the first few days with your family. You would be surprised how many students get lost in their early days here.

Student Behaviour

As you would expect from your own children of a similar age, it is not acceptable for students to stay out all night – consult the school if concerned. Students should tell you where they are going and give you a contact phone number. Students must negotiate with the host parent in advance about whether they will or will not be home for a meal.

Recommended Curfew Times:

AGE	SUNDAY-THURSDAY	FRIDAY	SATURDAY
Under 15 years	6 pm	Under supervision	Under supervision
15 Years	6 pm	11 pm	11 pm
16 Years	6 pm	12 midnight	12 midnight
17 Years and over	6 pm	1 am	1 am

Contact Details of Your Student's Friends

It is a good idea to ask your student to give you a list of names (including surnames), addresses and telephone numbers of their friends. This can be useful in times of emergency.

Phone Calls

Please ensure your student has a mobile phone and New Zealand Sim Card as soon as possible, in order for you and your student to be able to remain in contact at any time. Make sure they know your home and mobile phone numbers too. Keep in touch by text when students are out, they must let you know if they change their plans.

Staying Overnight With Friends

The Ministry of Education requires that occupants over 18 years of any home where an International Student stays overnight are police checked. If your students have friends who ask them to stay overnight, please get their details to us in advance and we can arrange a police check. It is always a good idea to make contact with the family the students want to visit and check who will be at home, just as you would if it were your own child. We recommend you do this in advance.

Computer Use

Students can now bring their laptops to school – see our school's website for guidelines of use : www.pakuranga.school.nz (key words "digital guidelines"). Most students need computer access, for school work and to contact home.

Many students bring their own laptop to NZ with them. You may prefer that they have an extra telephone line in their room or arrange to install wireless. Overuse of the internet can be a problem. It is advisable to explain to your student that internet costs are higher in New Zealand than in other countries and therefore the use of the internet must be limited to research, study and contacting family at home. It is not in place for the playing of games or watching movies. Please discuss the usage charges with the student in advance.

As you are no doubt aware, in 2011 the New Zealand government brought in a law to enforce prosecution of illegal downloading. Failure to comply with this law can result in substantial fines. Please ensure your student is aware of this legality. For a nominal charge an IT technician can install software that will prevent students from accessing sites deemed unsuitable or downloading inappropriate material.

We think one or two hours maximum computer use at a time is reasonable. Lights and the computer should be off at midnight at the latest. You might talk to your student about removal of the laptop from the bedroom after midnight, especially if they constantly sleep-in on school days.

Driving

Please be aware that it is a rule of the college, and a condition of fee-payers' acceptance here, that students **may not own nor drive** a motor vehicle while enrolled here, nor sit for their drivers licence. Please make your student/s aware of restricted licence rules, especially regarding being a passenger in a vehicle

Safety

- Students should not bring large amounts of cash or expensive possessions to school. We suggest a limit of \$10 cash per day.
- During the winter months, when it gets dark earlier, please remind students that they should not be outside walking by themselves in the dark. If they have sports, tutoring or other evening commitments, please ensure that they are transported by a reliable adult.

Cold Weather

Students can feel very cold over the winter months. They may need additional heating in their bedrooms while studying. An electric blanket on the bed or a hot water bottle may provide extra warmth and help them resist winter colds. You will need to explain the usage of heaters and electric blankets. Wall heaters are a safe and economical option. They are available from most hardware outlets.

Smoke Alarms

It is important that all homestay homes have at least two smoke alarms installed.

Students Requiring Urgent Medical Treatment

If your student should require urgent medical treatment, please contact our Homestay Co-ordinators (all numbers are noted on the back page of this booklet) to make them aware of the circumstances. We would expect one of their caregivers to accompany them to the medical centre or hospital.

Please Note : if a student holds a Southern Cross Insurance Policy and they are admitted to hospital, Southern Cross need to be advised immediately (0800 728721). Southern Cross will need the student's full name, date of birth and their Policy number. Each student is given a card to carry in their wallet which shows their policy details but if this cannot be located our homestay staff can assist.

Please ring in school hours for routine notification of absence due to sickness, telephone 5347159, and follow the voice mail instructions. N.B.: You will be asked for your student's Tutor Group.

School Reports

There are 3 reports per year and they are issued in March, June and September (seniors) or December (juniors). Parents overseas will receive notification of their child's reports by email. Group Conference days are held twice a year and give you the opportunity to talk with the student's Tutor in detail.

Lateness

If students arrive late or need to leave school early they must bring a note and sign in/out at the Student Centre office.

Special Leave

Requests for leave from school should be requested on our "Special Leave Form". Please give as much notice as possible – preferably 2 weeks or more.

Changes of Address, Phones, Personnel, etc

Please let us know if your family moves house so that we can keep our records up-to-date. Also please notify us of any change of phone numbers, emails, etc. If anyone else joins your household, please let us know.

Changing Homestay

Please let us know immediately if a student is going to change homestay. **Students may not change homestay without the knowledge of the college.**

Insurance

All of our students have medical insurance. Most of our students are insured through the school with Southern Cross International Student Care and they have been issued with a card displaying the details of their policy. **It is important that they carry this card with them at all times and ring the number on it in case of a medical emergency.** This policy is very comprehensive and covers loss and theft of property as well as medical & travel costs. Claim forms can be obtained from Southern Cross or the college.

Household Insurance

Please remember to let your insurance company know you have a student in your home and ensure you hold comprehensive household insurance to cover any breakages or damage to the home by the student. The school is not liable for any costs, expenses, damages, breakages or other claims against the host arising from any acts or omissions of the student.

POLICE VETTING

Pakuranga College is a signatory to the "Code of Practice for the Pastoral Care of International Students". Everyone in a homestay who is 18 years or older, are required to be cleared by the Police Vetting procedure. The Homestay Coordinator will give you the form to complete when she visits you. If anyone over the age of 18 comes to live in your home at any time after the student's arrival, please let us know so we can arrange for them to be police vetted. Police Vets should be updated regularly, usually every three years.

HOLIDAYS

During school holidays, students are the responsibility of the homestay family. There are several school approved companies which run organised trips in the school holidays. Brochures and information are available from the International office. Students need permission from you as the homestay family, their biological parents and the school, for any travel away from your family. Forms are available from school.

HOMESTAY PAYMENTS

Most students' homestay payments are made fortnightly through the school. If students need to change homestay, then they should give one week's notice or one week's rent in lieu of notice. Pakuranga College reserves the right to move a student without prior notice if necessary. Should this happen to you, please do not feel offended, as this action is usually due to reasons beyond our control, or the student is too embarrassed and uncomfortable to stay once the decision is made. If this happens, we make every effort to place another student in your household if suitable.

If students travel away from the homestay for up to two weeks, the homestay family will be paid as per usual. If Students travel away from the homestay for longer than two weeks then families will be paid \$10 per night after the initial two weeks. This excludes the long Christmas holidays.

Over the Christmas holidays please ask your student to pack away their personal belongings so the room is able to be used over the Christmas period. If you cannot use the room due to excess belongings taking up the space, please advise the school and we will speak to the student and agent. Please do not ask the student or their family to pay a fee. The school does not recommend the charging of a retainer fee. Some students will request a homestay move if a retainer fee is requested.

If students continue to stay in your home for the long Christmas break, but spend intermittent periods away from the home, please let us know the dates and we will discuss remuneration with you.

Homestay families must notify the school straightaway if a student is not staying in their home or not returning to the home. Any overpayment resulting from non-notification will need to be re-paid.

SCHOOL WEBSITE

The school website, www.pakuranga.school.nz is a very important source of information. Here you will find much information about our school, including such things as term dates, report dates and examination dates. Our school newsletter is published on our website every second Friday. Please ensure the school has your correct email address.

ID CARDS

All students carry a Pakuranga College ID Card. International students should also carry a card with details of our Homestay Coordinator's mobile telephone number for emergencies outside school hours.

PERSONNEL

Director of International Students

The Director of International Students has overall responsibility for International Students. She can be contacted by phone, 534 7159 ext 983 at the college.

Homestay Co-ordinator

Our homestay co-ordinators will visit you in your home a minimum of twice a year. All students are interviewed 4 times a year. If you have any questions that you would like answered the homestay co-ordinator is available by mobile phone : Cathy Hinton (Chinese bilingual co-ordinator) 0278863788, Annelise Klijmeij 0277064461. Karen McAndrew 0273695555. Students also have these numbers for emergency after hours contact.

Chinese Counsellor

If a student needs to speak to someone in their own language we have teachers who speak Chinese and Japanese. There is also a Chinese qualified counsellor who speaks both Mandarin and Cantonese (phone 534 7159 ext 783). You can contact our Chinese bilingual homestay co-ordinator, Mrs Cathy Hinton on 0278863788.

FOOD

One of the main problems that may occur for students from Asian countries living in NZ homes is adjusting to the different food. Students may prefer small meals at first. They may not be used to eating large quantities of potatoes, bread, or meat.

- If you take your student out for lunch or dinner (McDonalds, etc) 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 your student who pays.
- Do not 'hide' food, or reserve food for your family. This is a common complaint that really upsets students.
- Generally students from Asian cultures do not like mutton or lamb.
- Hot chilli sauce is a favourite to have available as a condiment. Perhaps provide information on where to buy Asian food.
- Consider giving rice, pasta or noodle meals several times a week. Encourage your student to prepare a meal for you and teach you some recipes. Keep some rice and instant noodles in a cupboard and invite your student to cook for him/herself.
- It is unusual for international students to compliment you on your cooking.
- You might like to ask your student what they like to eat and take them food shopping.

CULTURAL DIFFERENCES BETWEEN NEW ZEALAND AND ASIA

Please understand that most students from Asia can be uncomfortable with physical contact. They can often misinterpret what for us is normal affection. Girls can also feel uneasy if left alone in the house with male family members. **To avoid any possible problems or misunderstanding for your men, please make sure female students have a female companion if the host mother is away overnight.** This applies to all nationalities.

Here are some common problems encountered, and possible explanations:

"My student has never bothered to help around the house. He doesn't make his bed or help with the dishes. How lazy!"
Many Asian teenagers do not have to do chores, and "home help" is quite common in places such as Malaysia and Thailand. Explain that in New Zealand everyone helps out.

"We take our student to all kinds of places, but she never seems particularly happy. In fact, she is a very unemotional person! I wish I knew what she was thinking."

Outward displays of emotions such as happiness, anger or sadness are not encouraged in many cultures. Negative facial expressions are discouraged from childhood and a girl may even cover her face when she laughs. This is certainly not the case in NZ, where emotions are displayed openly and often intensely. Your student may even be feeling frightened or confused at your openly expressed emotions! He/She is probably feeling every emotion you do, but "inside". Time will probably help.

"Our student speaks so quietly I can hardly hear her. Sometimes she doesn't speak much at all. Does she lack self-confidence?"

Probably not. In many cultures, for a woman to speak out loudly indicates anger. She is probably being "ladylike" and "respectful". Silence is treasured in many cultures. In comparison, native English speakers seem very talkative. In some cultures it is not normal behaviour to chat constantly during a meal. Accept silence. It does not always have to be filled.

"Whenever my student speaks to one of her Japanese friends, she always speaks in Japanese. She should be practising her English".

They use English all day at school and with you. It is, no doubt, a great relief and relaxation to be able to use their own first language and be able to express their emotions, feelings and ideas freely to a friend. Be understanding. (They are almost definitely not talking about you!)

"My student wants to go to bed really late at night – but often can't get up in the morning".

It is common in many countries to stay up late at night. Your student may think your habit of retiring at 10pm is really strange! As long as they can get up in time to get to school in the morning, it should not be a problem.

"My student dries her underwear in the wardrobe. She also spends ages in the bathroom".

Many girls from Asian cultures will be very embarrassed about hanging out their underwear in the public eye. You could invite them to do their own washing/use the dryer. When they see this is a normal practice, the problem may end. In Japan, bathing practices are very different from NZ. One soaps and rinses oneself before getting into the bath, then soaks for ages. Explain the NZ bathing system carefully. Perhaps you could allow one long soak per week.

"Our student eats very noisily. He often slurps his soup and burps at the end of a meal. Horrible!"

Your student is actually complimenting you on your delicious meal! In some cultures noisy eating indicates satisfaction. Explain tactfully that this is not the case in NZ.

"Our student spends a lot of time in her room. I wish she'd join us more in the evening".

There could be several reasons for this. She may be studying for long hours and consider that watching TV or chatting is not as important as her study. She may be genuinely weary and need some quiet space for herself in the evenings.

"Our electricity bill has increased. Our student always wants to have the heater on".

Many international students find NZ really cold. They don't understand how expensive power is in N.Z. Encourage them to wear warmer clothes.

"My student told her teacher she is cold at night but she didn't tell me. The teacher rang me and now I feel embarrassed.

Some students will keep small problems to themselves as they don't want to "be a nuisance" or cause possible upset in their homestay. They may tell another person instead.

Language

- The visiting student will probably be unfamiliar with New Zealand accents and colloquial expressions, and may take time to adjust.
- Host families should attempt to learn some basic greetings. It can be a good ice breaker, e.g.:

Chinese	Korean
Ni hao - Hello Zai jian - Goodbye Xiexie - Thank you	An-nyong - Hello and Goodbye An-nyong ha se yo - More polite version of above Go map süp ni da - Thank you

CONCLUSION

We hope that you enjoy having an international student living in your home. The best way to build bridges with other nations is through communication and relationships. Thank you for opening your home to a student from another culture. We hope that the experience is an enriching one for all.

Here is a list of useful telephone numbers:

Name	Number	Contact
Director of International Students	534 7159 ext 983	ahenwood@pakuranga.school.nz
Homestay Co-ordinator : Cathy Hinton Homestay Co-ordinator : Annebel Klijmeij Homestay Co-ordinator : Karen McAndrew	027 8863788 027 7064461 027 3695555	chinton@pakuranga.school.nz aklijmeij@pakuranga.school.nz kmcandrew@pakuranga.school.nz
HOMESTAY EMERGENCY PHONE – 24 hours	027 2944925	EMERGENCIES ONLY
Dean of International Students	534 7159 ext 753	ber@pakuranga.school.nz
Homestay Fee Queries Administration Manager - International Students	534 7159 ext 750	tmccrindle@pakuranga.school.nz
Emergency 24 Hours: Fire, Ambulance, Police	Dial 111	
Telecom operator – <i>International Directory Service</i>	0170	
Telecom operator – <i>National Directory Service</i>	018	
Youthline 24 hours	0800 376 633	
Chinese Helpline	0800 111777	
Lloyd Elsmore Park Leisure Centre	(09) 535 5502	
Eastern Taxis Ltd	(09) 527 7077	
Family Planning Association – <i>free contraception advice and pregnancy tests (Highland Park)</i>	0800 372 5463 09 522 0120	
N.Z. Immigration Service	(09) 914 4100	
Southern Cross Healthcare – <i>medical insurance</i>	0800 800 181	
IRD Student Loan Enquiries	0800 377 778	
Department of Internal Affairs – <i>passport enquiries</i>	0800 225 050	
Accident and Medical Centre – <i>24 hours, Eastcare Botany Ti Rakau Drive</i>	(09) 277 1516 (09) 273 8980	
Eastcare Superclinic Pharmacy – <i>open until 9pm, Botany Road</i>	(09) 277 1510	
Alcohol & Drugs Helpline	0800 787 797	
Gambling Helpline – <i>English, Mandarin, Cantonese, Korean</i>	0800 862 342	
Youth Law – <i>legal advice 10am-4pm, Monday to Friday</i>	(09) 309 6967	
Auckland Sexual Health Services - <i>advice on sexually transmitted diseases</i>	(09) 307 2885	
Pakuranga Community Advisor	(09) 572 0034	
Budget Advice and Education	(09) 631 5572	
Auckland Regional Migrant Services	09 625 3090	www.arms-mrc.org.nz
Auckland Sexual Abuse Help	09 623 1700 (24 hours)	www.sexualabusehelp.org.nz
Child, Youth & Family Services (all enquiries call free)	0508 326 459	
Chinese Lifeline	09 522 2088 0800 888 880 (24 hours)	www.lifeline.org.nz
Domestic Violence Centre	09 303 3938	
Lifeline	09 522 2999 (24 hours)	
Regional Alcohol & Drug Youth Service	09 441 8979	
Well Women's Nursing Service	09 523 0263	

Pakuranga College Homestay Co-ordinators



Cathy Hinton
Homestay Co-ordinator
(Chinese speaker)
027 8863788
chinton@pakuranga.school.nz



Annebel Klijmeij
Homestay Co-ordinator
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