



Welcome to
INFORUM'S
Homestay program

We hope you enjoy staying with your host family.
We have some rules and general information that you need to know so that you
can enjoy your homestay experience.

General information

- In Australia, more than 30% of people come from another country. Your family might have a different cultural or religious background. Please respect their lifestyle.
- Please always say, “Please” and “Thank you” when asking for something or being given something. This is polite in Australian culture
- Please help with some housework. For example: washing dishes after meals, cleaning your rooms.
- Tell your host family if you are going to be late to come home or stay at your friends over night.

On check-in

- You will be welcomed by your host family; they will show you to your room and explain any house rules they might have. These might include the shower and meal times, washing, rules for visitors, smoking and internet rules. If it is not clear, it is ok to ask.
- The host family will give you an overseas phone card, which we have sent to the family. Please use the card and call home to let the family know that you have safely arrived.
(Do not forget to dial 0011 + your country code to get connected to your number.)
- To get to know your family ask questions and talk about yourself and your family.
- If you are No-meals plan student, your host will assist you with shopping.
- Your host will explain the bus system.
- Your host will escort you to school on your 1st day



Meals

- Homestay parents are not cooks. So the food might not be as good as you expect but they cook for you with care so please be polite and always say thank-you before and after meals.
- It is ok to tell your host mother or father if there is anything you cannot eat.
 - Tell your host if you cannot be home for dinner or if you don't need dinner, please tell them before 3pm.
 - Snacks and alcohol are not included. If you want some snacks or alcohol, please buy for yourself.
- If you want to use the kitchen to cook your own lunch, please ask your host.
- It is always a great idea to cook a meal from your home country for the host one night for cultural exchange.
- Please help your host with setting tables, cleaning after meals, and doing the dishes.



Kitchen usage for No-meals plan students

- Ask host what time you can use the kitchen. Usually between 7.00am ~ 8.00pm.
- Ask your host how to use the kitchen, stove, oven, etc.
- You will have an area to put your food in the cupboard and fridge.
- DO NOT eat your homestay's food unless they say it's ok.
- After you have cooked your meal all items must be washed, dried and put away straight away.

- Wipe down the bench & clean up any mess you have made.
- Don't leave food uncovered otherwise ants and cockroaches will come!!!

Security

- Please close the windows when you are leaving the house in case it rains when you are out and for security.



doors are locked.

- Please lock your valuables in your suitcase, such as your passport, money or jewellery. **Neither INFORUM nor your host will take any responsibility for your personal belongings.**
- In case of fire when you are alone at home, please call 000.
- For police or ambulance also call 000.
- If you are the last person to leave the house, please make sure all the

Keys

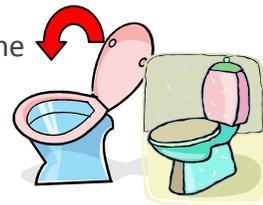
- Please be careful with your keys, if you lose them you will need to pay to replace them for the whole family.

Keep your room clean

- Please keep your room tidy.
- Make your bed every day before leaving
- Do not eat or drink in your room.
- Don't burn candles or incense in your room

Bathroom

- Towels are provided so you don't need to bring your own. But unlike some countries, we re-use towels for a few days before washing so if you don't want to re-use the towel, you might like to bring your own.
- Personal products such as soap, shampoo is not included. Please buy your own.
- Turn off all the taps and shower after use.
- Keep shower times to a minimum. 5 minute showers and be out of the bathroom room in 10 minutes is normal in Australia.
- Please put the toilet seat down after using.



Washing

- Please ask your host how to use the washing machine.
- Some hosts wash your clothes with theirs.
- Please don't use the washing machine for only a few small items. (In Australia, it is common that all the washing is done during the weekend. We don't use the washing machine every day.)
- Please don't hang your underwear in your room. Ask your host where to hang your personal underwear.
- Do not use the clothes dryer unless offered by host.
- Don't leave washed clothes in the machine.
- You can find a clothes lines outside; collect your washing as soon as it is dry
- An iron is also provided. Please ask the host how to use it.

Visitors

- You must ask the host if you can bring your friend to the house.

Smoking

NO SMOKING inside the house at all.

- Please ask your host where to place your cigarette butts.



Internet



- Internet usage in Australia is different from your country. We pay depending on the amount used. So it is common that the host family will ask you not to use the Internet.
 - Even if Internet is included in your plan, it is only for emailing and short Skype (or similar) talks to your family.
- Please do not watch YouTube, download music or movies and don't visit illegal web sites.
- Unless offered, you cannot use the host's computer.

On check-out

- Thank your family for looking after you
- Check you have all your items from the cupboards and drawers in your room
- Check you have no washing in the laundry or on the washing line
- Check your shoes are not left at the front or back door.
- Check your items are not left in the bathroom or shower.
- For No-meal plan students, check you have removed all your food from the fridge, freezer and cupboards.
- If you are going to the airport, check you have made pick-up arrangements with Inforum
- If you are making your own way to the airport remember to allow enough time to get there and to check in for an international or domestic flight.
- Arrange your own transportation to your new accommodation.
- Tell your mother your new address and ask your host to forward any mail to your new address.
- Please change your contact details with Inforum, Immigration if you are a student visa holder, bank, library or any other places as soon as possible after you move.

Cancellation Policy

- You can cancel homestay but you must tell us 2 weeks before the day you want to leave. If less than 2 weeks' notice, you don't get a refund on that two weeks.
- 1 week's cancellation fee will apply

Eviction policy

- If you do not obey the house rules or behave in a manner that is offensive, You may be asked to leave and will not receive a refund.