

HostED

AUSTRALIAN HOMESTAY NETWORK HOST NEWSLETTER

Issue 1 | First Quarter. April, 2017

IN CASE YOU'VE FORGOTTEN...

You're a superstar!

Really - and we want to THANK YOU for helping us survive peak season, again. We couldn't do it without you! We're really looking forward to the year ahead and hope you are too!

AHN Insurance:

- 50c per student, per night.
- The amount deducted from your weekly fee may vary, depending on the number of nights your student stays.

If you want to submit your own insurance policy for review, send your policy to:
Contact Name: Peter Mitchell, peterm@acmib.com.au

(Please CC info@homestaynetwork.org so we can keep track of this also)

House rules:

Please print these and stick em' on your fridge. Be sure to sit down with your students and discuss your house rules with them when they arrive - it'll help preempt any issues before they arise!

Call centre services:

We have 24/7 assistance available to all hosts and students for emergencies throughout the whole homestay process. Our call centre staff are trained to triage and escalate calls to the appropriate AHN staff at any time. Our critical incident team also have counselling services available for hosts and students should a critical incident occur. Please call 1300 697829.

Host availability:

Please ensure you are keeping your availability up to date on the system so we can ensure we're offering you as many students as possible. If you haven't quite worked out the calendar yet - send it through to your local office ([brisbane@](mailto:brisbane@homestaynetwork.org), [sydney@](mailto:sydney@homestaynetwork.org) etc) and we'll do it for you :)



The socials...

facebook.com/AHNHomestay

[ahnaustralia](https://www.instagram.com/ahnaustralia)

[AHNHomestay](https://twitter.com/AHNHomestay)

ARE YOU A WORD WHIZ?

We'd love to start a host blog!

For our social pages and community to offer thoughts, opinions and support. If you'd like a chance to feature, please send your piece to socialmedia@homestaynetwork.org!

(Or, if you'd like to see a topic covered, please send your suggestions in also!)

#WINNING

We love hearing about homestay experiences - our pick of the quarter is from our Perth student Connie.
Congratulations Juditha, top host award goes to you!!

"My stay was a fabulous experience. I enjoy living with an Aussie family where I can get adapted into the new environment during my first month in Perth, make me feel like a home away home and more importantly, I am happy that we can get to know each other's cultures."

If you have anything you'd like to share, please send an email to socialmedia@homestaynetwork.org with the details.

INDUSTRY NEWS

2016 International Student Survey:

65,956 students took part in the survey and there were some really good results! 74% of students chose Australia as their first choice of destination for study, based on the top 3 factors:

- 95% - reputation of qualification
- 94% - reputation of education system
- 93% personal safety and security

Congratulations to you, as hosts, as 89% of students surveyed were satisfied with their living conditions!

TERTIARY STUDENT EXPERIENCE IN AUSTRALIA

(Higher Education, Vocational Education and Training and English language courses)



92%

ARRIVAL
SATISFACTION



89%

LIVING
SATISFACTION



87%

LEARNING
SATISFACTION



90%

SUPPORT
SATISFACTION



SOURCE: QLD Department of Education and Training

HOT TOPIC : CULTURE SHOCK

So what is it?

"The feeling of disorientation experienced by someone when they are suddenly subjected to an unfamiliar culture, way of life, or set of attitudes."

What to look for:

- Excessive hand washing
- Excessive concern over drinking water and eating food
- Excessive fear of being cheated or robbed

More severely:

- Depression
- Panic attacks
- Anxiety
- Withdrawal
- Fear
- Extreme homesickness

Sometimes culture shock manifests physically - as headaches, nausea, and sleep disorders (including sleeping too much). Guests may be distrustful, unusually quiet, or appear to be in a bad mood.

How can you help?

New environment:

- Spend time with students
- Help them to set things up (bank accounts, phones etc)
- Explain things *slowly*
- Don't get frustrated / expect them to know
- Ask questions / let them ask questions
- Communication is key
- Include students where possible

New food

- Be aware of their traditions (sandwiches are a new concept for most students)
- Ask them what they like
- Take them to the grocery store with you
- Ask them to help you cook
- Make a meal from their culture every now and then

More information:

<http://www.homestaynetwork.org/culture-shock/>

GOSSIP @ AHN

QLD...

- We are expanding our homestay within QLD to include Cairns, Townsville, Rockhampton and Bundaberg. If you have family/friends in these regions who might be interested in hosting, please ask them to submit their registrations
- We have a UAE study tour arriving in Brisbane in July for 5 weeks - we need hosts! All students are male and under 18, please email brisbane@homestaynetwork.org if you're available

NSW...

- **Sydney** - is excited to welcome a second host interviewer and trainer, Amanda, as AHN continues to grow in the Sydney market
- **Lismore** - has taken over the SCU homestay program. It's been great getting to know hosts who are located in that area
- **Wollongong and Newcastle**: to be able to welcome international guests into these beautiful regions, **WE NEED HOSTS**. Tell your friends and family!

SA...

- URGENT: We need hosts for our Abu Dhabi tour, arriving 3rd July. Please contact us ASAP if you can help - students are attending SA college of English
- We've contracted two new Co-Ed colleges, opening up more options for long-term U18 students as well as some more boarding schools meaning we can offer exeat weekend and holiday placements for students who cannot travel home!

VIC...

- Melbourne had a great study tour season throughout Feb and March with over 300 students placed throughout the region!

WA...

- 2017 - a quarter of the way through already - wow this year is flying by! Over in the West we've seen a gradual increase in students numbers, with a few new study tours coming through in the first half of the year also. We encourage all our hosts to keep their availability and profiles (including clearances) up to date, to ensure we are aware when they are available to hosts. On behalf of AHN Perth I would like to thank all our wonderful host families for their efforts and care with our students

ACT...

- Do you have friends and family with a spare room? We need that room! Especially if they are open to hosting male students, please get in contact with us ASAP

TAS...

- We've opened up with 8 students so far (yay!) but we're DESPERATE for more hosts around the University of Tasmania, if you have friends or family there, please let us know!

GC...

- We have A LOT of new study tours coming through across the Gold Coast; the upcoming peak season is going to be our biggest and best yet
- Bookings for Commonwealth Games are starting soon, and we are looking for all of our hosts to ensure that they have registered their interest. We have already received hundreds of replies from hosts wanting to participate
- We have welcomed a new staff member Angela who will be working on both placements and host appointments