

HHA Homestay Service Agreement

Welcome to Happy Homestay Adelaide! As a Homestay provider, we are committed to creating a positive experience for students. As a Homestay Host, you'll have the chance to connect with students from diverse backgrounds and introduce them to Australian culture and lifestyle.

This Homestay Host Agreement is a contract between the Homestay Host and Happy Homestay Adelaide. It outlines the essential requirements for providing proper care and support to students staying in homestay accommodation while studying. By signing this agreement, you, as a Homestay Host, agree to follow all the terms and conditions outlined in this Host Agreement.

Policies related to this agreement that a Host should be familiar with include:

[Guidelines for Host Families](#)

[Student Code of Conduct](#)

[Child Protection Code of Conduct for Homestay Families](#)

1. Recruitment and Selection

All Hosts must:

- Be over 23 years of age
- Be a Citizen, Permanent Resident of Australia or holding a long-term visa
- Adhere to all policies and procedures outlined in the Homestay Agreement
- Attend and/or complete the online orientation
- Successfully pass a house inspection that confirms your ability to offer a private bedroom for each student, which includes a window a comfortable bed, a study desk, a chair, a lamp and wardrobe space, along with access to shared living areas like the lounge, dining room, kitchen, laundry, toilet and bathroom
- Possess a valid **Working with Children check** (Note: all household members over 18 must have a WWCC)

2. Service

After completing the registration, orientation, and house inspection, Happy Homestay Adelaide will officially register the host, who must then review and agree to the terms of this Host Agreement. Happy Homestay Adelaide will then provide the following to the host:

- Respect and protect the privacy of Homestay Hosts and students by maintaining confidentiality



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- Provide hosts and students with clear expectations for homestay through orientation sessions, written materials, online resources, and informational meetings
- Open, honest communication support and guidance to hosts
- Payment of Fees (where applicable and subject to placement type)
- Assistance in accepting, allocating students to hosts
- Where applicable, allocating students to hosts
- Respond to complaints received via the Host or student within 24 hours

3. Host Responsibilities

- Adhere to the Homestay Host Agreement and relevant Policies and Procedures (including those listed on the first page of this Agreement which apply to a Host).
- Support and assist homestay students to live comfortably in a safe, clean and secure environment.
- Build positive relationships with students based on mutual trust and open communication to ensure a meaningful Australian student experience.
- Provide each student with a private bedroom that includes a window, a bed with a comfortable mattress, a study desk, a chair, a lamp, and wardrobe space.
- Provide the use of shared living areas such as lounge, dining, kitchen, laundry, toilet and bathroom.
- Give the student a tour of the home, explaining how to use amenities like the pool and other facilities, as well as security measures. Clearly communicate house rules, including dinner times, guest visiting guidelines, curfews, household chores, and bathroom etiquette.
- Provide three nutritious meals each day, including a packed lunch on school days.
- Recognise the importance of the student's culture, customs, language and beliefs, and make appropriate accommodations within the host environment to respect and support them.
- Assist students with medical attention when required.
- Be willing to spend time with the student(s) each day to build a bond with them and learn about Australian culture.
- Attend the Homestay Hosts' information online sessions held by Happy Homestay Adelaide.
- Agreed to annual revisits of homestays conducted by Happy Homestay Adelaide.
- For Hosts who rent their property, it is necessary to seek permission from the property owner or landlord to host the students.
- Inform Happy Homestay Adelaide of any modifications, changes, or additional occupants on the household before they occur. Additionally, **anyone over 18 years old must possess a Working with Children Check (WWCC) to stay in the house.**



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- Ensure the student has emergency contact – Police, host contact number/s and address
- If the hosts are temporarily unable to provide accommodation or appropriate supervision during holidays periods or other reasons, the student must be relocated to a homestay approved by Happy Homestay Adelaide.
- If the host intends to change address or contact details, Happy Homestay Adelaide must be notified immediately.
- Advise the Homestay Coordinator of any urgent medical issues

Under 18 International Students

- If hosting underage students, be aware of the additional responsibilities in caring for under 18 students and their welfare arrangements by institution policy and provide same.
- If hosting an underage student, only the same gender is permitted.
- Only hosting other students from any institution who are the same gender as your homestay student
- Enforcing the curfew established by the institution, and notify Happy Homestay Adelaide immediately if there is a breach of curfew
- Notifying the institution if your Homestay Student will be absent or late for the day.
- Inform Happy Homestay Adelaide of any issues or concerns relating to the Homestay Student
- Never leaving your Homestay Student alone at Home overnight or without an approved adult who has a current **Working with Children check** and always notify Happy Homestay Adelaide if you will be going on holidays without your student so that a suitable temporary homestay can be arranged
- Never allow the Homestay Student to sleep at another location overnight or go on a holiday without obtaining the permission of education provider
- Hosts wishing to take the Student on holidays with them must seek approval from Happy Homestay Adelaide
- Immediately notify Happy Homestay Adelaide of any incident or allegation of child abuse including:
 - Any act committed against a child involving –
 - a sexual offence; or
 - an offence of grooming; and
 - the infliction, on a child, of –
 - physical violence; or
 - serious emotional or psychological harm; and
 - serious neglect of a child



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4. Insurance

- Hosts are required to have House and Contents insurance.
- Host must have adequate Insurance for Public Liability.
- Where a vehicle is used for homestay purpose the vehicle must be insured and roadworthy.

5. Fees and Charges

- Happy Homestay Adelaide will pay the host directly for individual Homestay placement.
- The initial payment will cover one week of homestay fees and must be made before the student's arrival.
- After the initial payment, subsequent payments will be received by Happy Homestay Adelaide every two weeks postpaid.
- For long-term placements, students may return home during holiday periods. If a student vacates the homestay for more than a week, the host can expect to receive a holding fee, determined by Happy Homestay Adelaide, to either store the student's personal items or secure the room.

6. Privacy & Confidentiality

- Hosts agree to not disclose any confidential information to third parties unless required by law.
- Any personal information received from Happy Homestay Adelaide must be kept confidential.
- Hosts should respect the students' right to privacy while understanding that privacy does not mean isolation..

7. Complaints

A Host or Student may inform Happy Homestay Adelaide of any concerns, difficulties or file a complaint regarding a placement at any time. All Concerns and complaints will be documented and investigated.

8. Termination

Happy Homestay Adelaide may terminate a Homestay placement (before or after commencement) immediately by notice if the Host responsibilities have not been met or in its sole discretion that it is appropriate to terminate the Homestay. The following are examples and reasons placements maybe terminated:



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- Medical or critical incident involving the Host, Student or affiliated party.
- Reason to believe the student maybe at risk or harm either physically or emotionally.
- Suspected inappropriate behaviour impacting the wellbeing of the student or host.
- Serious complaint involving the student or host family.
- If the Host or another household member has committed a theft, damaged property, caused an injury to the student or engaged in violent or threatening behaviour (or in any other behaviour which reasonably makes the Student feel unsafe) in connection with the Homestay.

Happy Homestay Adelaide reserves the right to cancel the registration of hosts if it believes the host is not meeting the service provisions outlined in this agreement.

Signature of Homestay Host

Name of Homestay Host

Date

