



Christchurch Girls' High School | *Te Kura o Hine Waiora*

Residential Caregiver

Designated Caregiver

HANDBOOK

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Kia ora,

Christchurch Girls High School warmly thanks you for welcoming one of our International Students into your home and family. We know that for a student to thrive at our school they must feel happy and secure in their home life, our host families play a large part in ensuring the ongoing happiness and success of our International Students.

You may have many years' experience hosting or this may be your first time however it is important to know that each student is unique and may require patience and understanding from you to help them settle into life in New Zealand.

We want to be as supportive of you in caring for our student as we can be and would love to hear any feedback or communication about our students and their experiences at school and around New Zealand. Please do not hesitate to contact us should you have any questions or concerns relating to your student.

Ngā mihi nui,

Megan and Kate

Megan Kong

International Student Director

Kate Riddell

International Liaison

IMPORTANT SCHOOL CONTACTS

24/7 International Student Emergency Phone

+64 027 2799002

*This phone is only for emergencies outside of regular business hours.
If the problem is life threatening please call 111 and arrange for
emergency services prior to ringing this number.*

Director of International Students

Ms Megan Kong

+64 3 348 0849 Extn 726

+64 027 2799002

International Liaison

Mrs Kate Riddell

+64 3 348 0849 Extn 726

Student Absentees (prior to students absence)

+64 3 348 0849

Deputy Principal (If unable to reach anyone else in an emergency)

Mr Peter Sawyer

+64 3 348 0849 extn 707

+64 027 300 0405

Hosting an International Student, Expectations and Requirements

General Requirements and Information

- All homestay caregivers must be 25 years of age or over.
- Except by prior agreement with the school, all students must have their own separate bedroom.
- The student must be accommodated within the family home (no sleep-outs are accepted).
- Christchurch Girls High School reserves the right to decline any application without explanation.
- Once you become a registered host family, we are unable to guarantee a student is placed with your family.
- The school reserves the right to not place students with you without explanation.
- The school reserves the right to withdraw a student from a homestay without explanation.

Host families must agree:

- To submit to a police vetting check (every 3 years) for all persons aged 18 years or over residing in the house, or those who stay overnight on a regular basis.
- To be available for an initial homestay assessment interview with all family members present.
- To provide at least one character reference for each caregiver.

- To agree to the monitoring process, as required by the Education Code of Practice. A school staff member will visit your home every 6 months, or more often as the school deems necessary.
- To agree to abide by the Residential Career Agreement conditions at all times.
- To put the best interests of the student first and work with the school to support the student.

Some important points to remember:

- Your student is a young person, away from home, often lonely and faced with customs that are very different from their own.
- Your student will need the love and care that you would like your own child to receive in the same situation. If in doubt about what to do, it's helpful to ask yourself *"what would I like a host family to do for my son/daughter if they were living overseas?"*
- The student may need help to open a bank account, join the library, obtain a sim card or a metro card and understand New Zealand money. Please provide them with this help.
- The school staff are here to support you 24/7, we are experienced with many different and difficult situations and are able to answer any questions you may have. Even if you are unsure about something please contact us to discuss.
- Homestay payments will be made fortnightly in advance. Any changes to the amount or dates of the payments will be communicated to you. However, if

something doesn't seem right you are always welcome to raise it with us.

- Please do not discuss financial arrangements with the students or **ask them to pay for any extras without prior discussion with the school's international department.**
- Your student should not be asked to do housework, but we would expect them to participate in simple chores such as table-setting, loading of the dishwasher and should make their own beds and keep their rooms tidy.
- Communication is very important in keeping a positive relationship between the student and your family.

The Host Family is expected to provide the student with:

- Three meals a day plus snacks, including a packed lunch during the school week.
- All linen, soap for washing, and the student's laundry and ironing done for them. Some students may wish to launder their own clothing and can be especially private about washing their underwear. This may need to be discussed with the student.
- Bedroom with a window, a door that closes, a table/desk, chair, mirror, lamp, bed with linen and blankets/duvet, heater, storage and smoke alarm.
- Reliable access to the internet.

The host family is also expected to:

- Make decisions about acceptable behaviour and set some limits. The student should have the same rights and duties as any child in the home, provided these are reasonable and understood.
- Provide a safe and nurturing living and studying environment
- Treat the student with respect. Make them feel comfortable and part of the family.
- Respect the student's privacy and belongings (this applies also to other children in the home who should not enter the student's room without their permission, and never when they are not there.)
- **Know the whereabouts of the student at all times,** how they can be contacted and who they are spending time with. If a student is staying at a friend's place overnight, contact should be made with the parents beforehand, and we must obtain the student's natural parents' consent for sleepovers. If a student wishes to have a sleepover at another student or friends' home please notify the International Liaison or Student manager in advance.
- Ensure that your student can get to and from school safely. It is important to accompany the student on the first few days even if they say they can find their way alone.

- Take an interest in the student's schooling. Contact the school if you have concerns.
- Notify the school if there are any changes or additions to the household
- Notify the school if you have concerns over the student's health or behaviour
- Notify the school if your student is away from your home overnight or travelling out of the city, even if it is with your family.
- Inform the school if the student seems very homesick or sad
- Supervise the student appropriately – they may never be left home alone overnight, or for long periods of time. Students under 14 should always be under supervision.
- Transport the student to and from the Airport on arrival and departure (unless another arrangement has been agreed upon).

The host family is not expected to:

- Pay for the student's telephone calls.
- Insure the student's belongings.
- Provide accommodation for visiting friends or relatives of the student.
- Attend Parent Teacher Interviews.

CODE OF PRACTICE REQUIREMENTS

As a school that enrolls International students, we are a signatory to and bound by the **Education Code of Practice for the Pastoral Care of International Students 2016**.

As a signatory we must:

- (a) provide a safe study environment for international students; and
- (b) provide adequate support for the well-being of their international students; and
- (c) as far as practicable, ensure that international students live in a safe environment.

This means we have to follow some strict requirements around the health and wellbeing of our International Students. We are required to conduct and record ongoing safety checks and home visits to ensure that our hostfamilies/residential caregivers meet these requirements.

Further information can be found online at:

<https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/guidelines-code-of-practice-2019.pdf>

STUDENT ARRIVAL AND FIRST STEPS

When a student is placed with you we will advise you of their arrival details. We will either ask you to pick them up from the airport, or the student's guardian or a staff member will deliver them to you at an agreed time.

On arrival and when the student has had time to unpack and rest, you should introduce your family and discuss the following

- Your family member's names
- Important contact details
- Wifi password
- Routines
- Family Rules and expectations
- Emergency plan.
- Student food likes and dislikes
- Curfews

A good idea to help your student settle into your home and get to know you is to put together a **welcome sheet** outlining the above in writing. (See example on back page)

It may take a student a long time to get used to life in New Zealand and having information written down in one place that they can refer to is very useful.

You should discuss with the student how they will get to school, you may need to bring them on their first day or show them how to use the bus, where should they stand, how should they signal the driver etc.

You may need to show a student the following:

- How to lock/unlock main doors and gates
- How to turn on/off showers (and explain about how long and when is acceptable to use the shower)
- If you need any ventilation turned on/windows opened and surfaces dried after using a shower
- Where to put their dirty washing
- How to operate heaters, alarm clocks and electric blankets
- Where to put rubbish/recycling/compost
- Where they can find snacks
- How to operate a toaster or microwave.
- How to make something simple like a sandwich or a bowl of cereal, students may have never had these food items before.

Maintaining Contact

Make sure you swap phone numbers with your student straight away. It can also be useful to add them as a friend on a social media app such as WhatsApp, Facebook Messenger, WeChat or Line. Many students use these apps to contact each other and often will respond much quicker to a message from one of these services than a text or call.

If your student isn't communicating with you adequately please let us know.

Electrical Goods

New Zealand electricity is 240 volts so students may need to use transformers on any of their appliances they bring here. It

is important you check this before you let the student plug anything in.

Student Supervision and Curfew

We expect our homestays to monitor the students' whereabouts at all times. If a student is not at home or school they should inform you of their whereabouts and when they expect to be home. If they are going to a friends home to visit they should tell you the name and a contact number in case of an emergency. If a student goes AWOL or repeatedly neglects to let you know where they are please inform us immediately.

Depending on your family rules and the students age, a reasonable curfew for our female students is nightfall. A student must have suitable arrangements to get home safely after dark.

Emergency Situations

It is important that you have a plan for what you will do during an emergency and communicate this to the student.

You should discuss what to do for the following

- Fire
- Earthquake
- Injury

It is a good idea to have a list of emergency contact phone numbers and an evacuation meeting point. You should have the student's, the school International student emergency phone and the student's parent's or guardian's contact details saved somewhere safe.

We also expect that your home and the student's room is equipped with working smoke alarms. We may ask you to demonstrate these when we visit.

In case of a medical emergency, your student should be taken to the nearest hospital or emergency clinic. All students have comprehensive medical insurance and are also covered by ACC for any medical costs associated with accidents.

Once medical help is sought, you should immediately contact the International Emergency phone on 027 279 9002.

Absences from school

If a student is unwell and needs to stay home the host family needs to report the absence to the school by 8.30am. They will need to call the student absentee phone - **03 348 0849** and leave the student's name and reason for absence. If no contact is made a student can be marked as truant/unexplained absence which will affect their attendance rate.

International Students studying at Christchurch Girls High School are expected to maintain a high level of attendance and if you suspect a student is not genuinely unwell you should report this to the International Liaison.

Ongoing absences for illness may be questioned and a student is required to present a medical certificate to justify this.

Students are encouraged to make appointments outside of school hours or in their study periods.

Students in Years 12 and 13 may have a study in period 1 on Wednesdays. From Term 2, students may arrive late and sign in prior to 9.30am during this study period.

Students in Years 13 may be allowed to sign out of school during their study periods from Term 2.

The school relies on homestays to accurately report if the student is unwell. Students will take their cues from the homestay, so if you believe the student's sickness is not genuine encourage them to attend, or if you are unsure, please call the International Liaison for help.

Poor attendance rates can affect a student's ability to remain in New Zealand on their student visa, so it is important they attend school.

Unwell students

Students can often feel quite unwell in their first few weeks of study as they adjust to the jetlag and local climate conditions. International students may also ask to stay home if they have their period or a headache. Please use your discretion in these instances and encourage them to try to attend school in the first instance. If they come to school and don't improve, we can help them.

Students who are seriously unwell or have hurt themselves need to visit a doctor. If you are able we ask that you assist them to access a GP or contact us and we can take them to a suitable clinic. They may have a local guardian who can also provide this assistance. International students will have medical insurance to cover their medical expenses, however, they usually need to pay in the first instance and make a claim to be reimbursed after the visit. There are many bi-lingual doctors in New Zealand and it is good to be able to help a student access medical care in their first language if possible.

Students from overseas are often used to a public health system where, if they are unwell they go to a hospital to visit their doctor. Do not be alarmed if your student says they need to go to the hospital; they most likely mean they need to go to doctor/GP.

If your student has a medical condition or requires medication, we will let you know. In some instances, students or their families may neglect to inform us of any conditions. We ask that if you find out about a medical condition or have noticed the student taking medication you are unaware of that you report it to us immediately.

Medication

Students may arrive with large amounts of prescription medication from their home country , this is usually to save the student on medical costs in New Zealand, or they may be worried they will not have access to their usual brands in New Zealand. We ask students to report any medication they have brought with them, even basic ibuprofen and

paracetamol so we can monitor that they are taking it correctly.

Insurance and Damage to Belongings

It is recommended that you check that your insurance policy covers any damage which may occur from having an international student or visitor board in your home. Christchurch Girls' High School does not accept any responsibility for any losses or damage to property or persons caused or suffered as a result of homestay accommodation.

We expect our students to take all due care in your home but on occasion they may cause some minor damage. Feel free to contact us to discuss any damage that has occurred. We recommend that prior to the student arriving you document the state of the room should the need arise for any evidence.

International Student CODE OF CONDUCT and Disciplinary action

Students are considered to be under the school's care at all times of their enrolment, whether at school or at home. Our International Students agree to abide by our International Student Code of Conduct as below. If students breach any of the rules on this code of conduct, they can face disciplinary action and even termination of their enrolment at the school. This process is clearly laid out in the students enrolment agreement.

This means it is vitally important you communicate with us if the student has breached any of these rules as this helps us to monitor their safety. If you discover a student has breached any of these rules and you fail to report it to us, we consider this a breach of the residential caregiver agreement and may remove the student from your care and remove you from our database.

CODE OF CONDUCT

for

INTERNATIONAL FEE-PAYING STUDENTS

*International students are expected to abide by the school code of conduct and to follow the same school rules as domestic students. International students are required to adhere to additional rules to help maintain their safety and well-being **at all times** during their time in New Zealand.*

Students will always show respect for others, themselves and the physical environment

- Be honest in all your actions.
- Speak courteously at all times. No obscene, sexist or racist language
- Keep to the left and walk sensibly in all corridors and stairwells
- No littering in the classrooms or common rooms or the grounds.
- No chewing gum.
- No eating in toilet blocks, gym, changing rooms or computer rooms
- No entry into staff workrooms, offices or main office unless accompanied by a staff member

All students will show respect for a positive learning environment for all:

- Be on time to class
- Follow the rules for safety in laboratories and workshops.
- Follow the rules of your classroom at all times.
- Complete all homework and classwork on time

All students will show respect for the past heritage/good name of the school:

- Wear regulation, clean school uniform correctly.
- Stand on buses for adults, young children or people in need.
- Obey the rules of the road, including wearing cycle helmets correctly.
- Behave sensibly and safely at all times when out in public in uniform, to ensure that the good name of the school is not brought into disrepute.

The following rules apply to International students **at any and all** times during their enrolment and handover period including both during school and after school hours when the student is in the care of a homestay, designated caregiver or resident parent.

- Do not have in your possession or use cigarettes, drugs, alcohol or health harming substances.
- Be responsible for your own property and do not interfere with items belonging to other people
- Follow any and all safety rules as instructed by a teacher, parent, residential caregiver, guardian or employee of the school.
- Adhere to any and all policies and procedures of the school as directed by a teacher, parent, residential caregiver, guardian or employee of the school.
- Follow the rules (where reasonable) and instructions of their host families, caregiver or parents and maintain respectful communications with them.

- The student will inform their homestay, caregiver or guardian of their whereabouts at all times.
- The student will not engage in any illegal behaviour or break the laws of New Zealand.
- The student will notify and obtain prior permission from the school if they wish to stay overnight at any address other than their host family/caregivers/parents.
- The student will observe the Driving policy of the school and unless granted special written permission from the school Principal will not operate a motor vehicle.
- The Student will not be a passenger of a motor vehicle where the driver is not one of the following
 - Homestay parent/designated caregiver
 - Local guardian
 - School employee
 - Fully licensed driver granted permission by the school to carry the student.

Transport and travel

As laid out in the International Student Code of Conduct, International Students must observe the Driving Policy of the school. This states that International Students (unless granted special written permission from the principal) cannot operate any type of motor vehicle. Do not allow International students to drive your car or attempt to teach them how to drive unless this has been approved by the school first.

In addition, International Students can only be a passenger of a motor vehicle where the driver is one of the following:

- Homestay parent/designated caregiver
- Local guardian
- School employee
- Fully licensed driver granted permission by the school or natural parent to drive the student.

- Someone employed as a professional driver such as a taxi or Uber driver.

We rely on you to notice if a student is not following this rule. Please feel free to check with us first if you are unsure if someone is allowed to drive the student.

Additonal costs

Students are responsible for paying for the following:

- Stationery
- Personal toiletries, cosmetics and sanitary items
- Bus fares
- Exam fees
- Holiday costs
- Medical/dental expenses
- Cell phone use
- Uniforms
- Losses and theft of student property.

If you have takeaways or invite the student out for dinner, you are expected to pay for the student's meal. If they go out or buy fast food with their friends, they will pay for their own food. If you wish to take the student away on holiday with you or on an excursion please make it clear before you go what the additional costs for the student will be.

Tax Liability

Please note that you may have tax liabilities if you are receiving payment from boarders such as International homestay students. It is your responsibility to determine and manage your tax liability.

Further information may be found on the IRD website:
<https://www.classic.ird.govt.nz/resources/5/f/5fcdc6b5-7a26-4c84-84da-67b91091f705/det-1901-boarders.pdf>

The calculator for working out tax liability may be found here:
<https://www.classic.ird.govt.nz/resources/e/5/e5c32ace-831f-4b2e-be3d-b6185431a268/using-det-1901-calculation-worksheet-for-boarders.pdf>

Notice periods and arranging alternative care for your student.

We ask you to give us a minimum of **4 weeks notice** if you require us to temporarily or permanently move a student. If you are going away for a holiday we will find alternative accommodation for your student for the time you are away and reduce the homestay fortnightly payment accordingly. DO NOT arrange a friend or family member to look after the student whilst you are away. (Unless it has been arranged with CGHS) This would be a serious breach of the Residential Caregiver Agreement. (Even if you are only away for one night) You must always notify the CGHS homestay manager, who will work with you to find a suitable caregiver or temporary homestay.

Returning students and holding rooms for students

If a student is away during term breaks full board will be paid with the expectation that the students room will not be used during this time for other guests or family members. (unless another arrangement is agreed)

At the end of the year, if the student wishes to return to your home, we do not pay a holding fee. However we ask the students to pack away their belongings and clean their rooms so that the rooms are available for your use during the summer holidays. Most host families are happy to store students belongings during this time however we are happy to find an alternative place for them to be stored if this is not acceptable.

Cultural differences and homesickness

Always remember your student has come from a very different culture to ours; almost everything will be different from the way we address each other to the food we eat and the time we go to bed. Some students embrace this and do their best, and some students really struggle to adapt to life in New Zealand and our culture. Try to find out about your student's home country and some of the cultural differences. A good website to find out cultural information is;

<https://culturalatlas.sbs.com.au/>

This website gives details information about the culture of a wide range of nationalities.

If you feel your student is doing something unusual please contact the International Office, as we have experience with

a range of nationalities and may be able to offer some guidance or support with the issue.

Helpful hints

- Ask your student what foods they like and don't like. It is a good idea to take them to the supermarket and ask them what they like to eat. They may take some time to adapt to the food here. If your student is from an Asian country, you may want to visit an Asian supermarket with them if one is available in your area. Please try to provide food and snacks they enjoy, while encouraging them to eat the same meals as your family.
- If you are finding it hard to communicate with your student, writing instructions down can help. Students sometimes struggle to understand our accents.
- Take some time to learn about your student's culture learn a greeting or ask them how to cook something from their home country. They really appreciate the effort and having familiar food can help with their homesickness.
- Students who are struggling may spend lots of time in their rooms. Don't feel shy asking them to join the family even if it is just watching tv.
- Asian students in particular can be very shy about letting you do their washing, especially their underwear. Some students will be so shy they will resort to handwashing their underwear in the bathroom sink and hanging it their wardrobe to dry.

Having a delicates bag for their underwear can help, or if you are comfortable, show them how to operate the washing machine so they can wash their own clothes. Provide them with a small clothes rack for their room so they can dry things in private.

- If you are unsure if the student understands what you have said, ask them to explain it back to you.

i.e. instead of saying:

"I am going to pick you up from the shop at 11am – do you understand?" **you could say**

"I am going to pick you up from the shop at 11 am – where am I going to pick you up from?, what time will I pick you up?"

International students get confused about answering yes/ no questions or may just nod in agreement without having a real understanding

At Risk Behaviours

This list is not exhaustive, if you are concerned about your student , their physical health or mental wellbeing please contact the International Liaison or International Student Director immediately.

- Staying in their room and not interacting with the family or friends
- Not communicating with the host family
- Staying up late on phone/internet
- Not studying
- Suspected/ known Self harm
- Not eating/eating to much
- Suspected/known bullying
- Smoking or vaping
- Drinking alcohol
- Using illegal drugs
- Getting a tattoo or piericing without parent permission
- Rude or agressive behaviour
- Suspected truancy
- Prolonged illness/absnces from school
- Staying out late without permission
- Disobeying homestay rules
- Being a passenger in a vehicle which goes against our travel policy (non approved driver).
- Suspect/known sexual intercourse
- Suspected/known depression

Emergency Plans

Please fill in your families emergency plan here and share with your student.

Fire:

Earthquake:

Injury – where to find the first aid kit.

What to do if a major event happens and you are not at home or can't be contacted because the phones are down.

Talk to your student about safety in the home – turning off heaters and electric blankets, how to operate stove, microwaves, kettles.

Homestay orientation checklist: We have

Introduced yourself and your family and how the student can address you.	
Prepared a welcome sheet with your family details, wifi password, your phone and email contact, family house rules and expectations. Bed times, internet use, shower times	
Given student a key or shown them where the spare key is kept and how to use it and put it away correctly	
Swapped phone/email/ contact details, saved to your phone and their phone	
Show student where to put their dirty laundry and explain when/how they will get washed i.e. daily/ weekly etc	
Discussed meal times and what the food the student likes/dislikes	
Shown the student how they can help themselves to snacks in between meals	
Discussed how the student will get to school on the first day / bus/ car/walk, will they need help the first few days or will you show them prior to starting school.	
If you have a pet show the student how to handle or pet them or any commands they may need to use.	

Example of a Homestay Welcome Sheet

Homestay Family Welcome Sheet	
Host family given names and what the student can all us	We are the Smith family , my name is Susan but you can call me Sue. The other members of our family are Bob, Nicky and Peter. Don't be shy to ask us if you forget we don't mind helping you.
Contact numbers	Sue – 022 555 4455 Bob – 021 898989
Wifi Password	4Gwt\$5Yno
Meal times: Weekdays: Weekends	Breakfast 6-7 am Lunch – at School Dinner 6.30pm Breakfast 7-9 pm Lunch 12-1pm Dinner 6pm
Bed times: Weekdays Sun/Mon/Tue/Wed/Thur Weekends Fri/Sat/	We like everyone to be in bed by 10pm on school nights and no noise/disturbances after 11pm. You can stay up till 11pm on Fri/ Sat and no noise after 12pm
Laundry information	We will do your laundry on Tuesdays and Saturdays , please place you dirty clotes in the washing basket and I will return it in the basket. We will wash the bedding on the weekends.

Bathing information	Please have your shower in the mornings between 6-7am or in the evenings between 7-8pm
Family Rules	No shoes inside No shouting inside No cell phones at the table Everyone takes a turn helping set the table and clear the dishwasher.
Family Routines	We are usually very busy after school, Sue will arrive home around 4pm and Bob by dinner time. On Tuesdays and Thursdays we have sports practices for our children so come home a bit later around 6.30pm.