

Homestay Host Agreement

The following agreement outlines the roles and responsibilities of the Community Placement Network (CPN), the local CPN Supervisor and the Homestay host. For the purpose of the Homestay placement, CPN and the CPN supervisor are acting as an agent on behalf of the guest to locate a suitable Homestay environment.

The Community Placement Network (CPN) is an initiative of the Australian Homestay Network (AHN) to offer short-term homestay accommodation to eligible asylum seekers leaving immigration detention on a Bridging visa.

CPN uses the industry acclaimed operating system of AHN to ensure that all of the necessary processes for each stage are documented, accountable and organised.

The guest is placed for accommodation only but may be offered meals for a maximum payment of \$30 per week. This is at the discretion of the host.

Policy:

CPN is committed to providing guests and hosts with positive and safe Homestay experiences. CPN will work with supervisors, hosts and guests to meet all stakeholder expectations.

By signing this agreement the host will abide by the terms and conditions detailed below and those that relate to the operation and use of the Australian Homestay Network (AHN) system.

The CPN community recognises that hosts come from a variety of cultural backgrounds and composition. Cultural or religious background will not be the basis of any decision by CPN relating to the selection of hosts and no continuous supply of guests to hosts will be guaranteed.

CPN Homestay Insurance will cover all families registered with CPN whilst they are hosting CPN placed guests. For household insurance coverage see the Website for policy

(<http://www.homestaynetwork.org/AHN-insurance>)

Hosts must have written permission from their landlord to offer Homestay, if their home is rented accommodation. All documents must be sighted and be current at the time of the interview with CPN supervisors.

CPN and CPN supervisors reserve the right to move a guest from a hosting situation at any time. Where this occurs any payment in excess of the guest's stay will be reimbursed by the host to AHN.

CPN or CPN affiliated staff, reserve the right to carry out regular inspections of

premises to ensure that standards remain high and to industry expectations. Hosts agree to CPN providing their contact details to the guest, the Australian Red Cross, the Department of Immigration and Citizenship and reception agents.

The host agrees to keep all personal information regarding their guest confidential and private. Host agrees to never publish the guest's name, address, personal details or photos on any internet, social networking sites and or other public media and to refrain from discussing information about the guest with any person under any circumstances.

Hosts are expected to:

Build relationships and support mechanisms for their guests:

- develop positive relationships with guests based on mutual trust and communication
- be aware of each guest's strengths and weaknesses, and acknowledge the uniqueness of each guest
- support and assist guests to live comfortably within a foreign environment
- respect the guests' right to privacy, understanding that privacy does not mean isolation
- respect and accommodate appropriately the culture, customs, language and beliefs of their guest, and acknowledge their significance within the household
- assist, support and nurture where needed or requested
- provide space and equipment for the guest to prepare meals and store food
- speak English that is of a high standard and can be comprehended by the guest (judged at interview)
- offer effective support with English language practice if required and offer help with English and 'Aussie' words and phrases
- orientate the guest to the local area and assist with basics such as buying a mobile phone, transport tickets, location of local shops, sporting venues, post office and employment opportunities and advise of personal safety tips
- offer help, guidance, support and encouragement regarding all facets of adapting to life in Australia (this may require patience and empathy and a willingness to show the guest more than once)
- offer sincere interest in the cultural background of the guest
- the host should not accept international students or other boarders in the home or host more than two guests at any one time unless agreed with both guest, ARC case manager and CPN
- provide the guest with a secure, private, clean and (warm in winter/ cool in summer) bedroom, laundry facilities, bathroom facilities and use of the general areas of the house
- ensure that the room offered to guests fully complies with the local council's building regulations
- ensure that guests do not share a room with other guests unless specifically requested by CPN

Provide orientation and familiarisation

- provide an orientation within the family home (e.g. provide advice and safety instructions on the use of any pool area, household facilities and security)
- politely detail applicable household rules and practices, which should match those detailed in the host Profile (e.g. what time kitchen can be used, telephone protocols, rules regarding smoking, alcohol, guests visiting, curfews, household tasks and bathroom conduct - CPN can assist with this if required)
- be available at home when the guest first arrives
- assist the guest with:
 - phone and internet accounts (where the guest is purchasing their own)
 - finding a library to utilize free internet

CPN Liaison

- maintain frequent and regular contact with the AHN system (used by CPN) through the use of the website communications, checklists and alerts, ensuring all communications are responded to and/or completed within the agreed time
- liaise with the supervisor regarding any concerns or difficulties
- assist CPN with any other request regarding the welfare and best interests of the guest

Hosts must agree to notify their CPN supervisor if:

- any aspect regarding living in your home has changed e.g. family/visitor/ other guests staying over, change in living conditions, etc.
- any dispute occurs between the guest and the host
- advise CPN if your guest fails to return home after a period of twenty four (24 hours) by contacting the supervisor or 1300 MYSTAY
- notify the supervisor if any change in the guest's behavior is noticed and is of concern

Homestay Fees – the host must

- not collect any weekly fees directly from the guest unless agreed with their CPN supervisor
- agree to include all specified services within the weekly fee
- liaise with the CPN supervisor with regards to any fee discrepancies with the guest

CPN Must

- Be available to assist hosts and guests in the event of an incident or emergency
- Follow-up with the Australian Red Cross for payment of any fees due
- Endeavour to pay hosts in a timely manner

NOTE – CPN is unable to pay the host until payment is received from the Australian Red Cross for a specified period.

Security

Your guest must be able to gain internal access to the home at all times. At no time will it be agreed that your guest is left outside your home unable to gain internal access. A key is to be provided to the guest for your home if it is not under security.

Bedroom, bathroom and toilet facilities must be lockable and the guest's privacy respected.

I/We understand that CPN is bringing the highest level of homestay support services to facilitate independent living in the community. I/we agree to the above conditions relating to the provision of Homestay arrangements as a host for Community Placement Network.

Homestay Host(s) Signature:

Date:

Supervisor's Signature:

Date: