



Accommodation Guidelines

A HANDBOOK FOR HOMESTAY STUDENTS



INTRODUCTION

We hope you enjoy being here in New Zealand with us, and that you achieve all you wish to. We know how difficult it can be to arrive in a new country, speak a new language, and start a new school, but we are here to help you and make this as easy as possible.

Some International students live with their parents or a relative or close family friend of their family. All other International students at Rosmini College must stay in a homestay with adult supervision. This is to make it easy for you to do well in your studies as well as to help you get to know New Zealand.

This handbook will provide you with information on living with a Kiwi family. We are sure you will enjoy your experience and have put together this handbook to answer some of your questions.

We encourage all our new students to Rosmini College to join NauMai NZ this is a government run service which provides you with Information and suggestions to help you find your way, connect and explore your new country.

Visit naumainz.studyinnewzealand.govt.nz



WELLBEING

There are lots of things that you may feel are different and therefore make you feel strange in a different country and culture other than your own. The food is different, the language, being away from family and friends, the unfamiliar surroundings. All these things can make life a little daunting to begin with.

There are people who understand what you are going through and people you can talk to which may help you feel a bit better. There is of course your homestay family who are willing and able to help you with things that may seem strange at home.

In the school we also have a number of people who are able to help you get through difficult times, whether it is homesickness, physical health issues or just a friendly face you need. The school nurse is available in her room at school. She can help when you are feeling unwell, or offer advice or know of places to get medical treatment that you may need.

The school also has a Guidance Counsellor, who is happy to help with any problem from just needing a chat to dealing with very serious problems. The Deans of each year level are also available as well as the International Student Coordinator, Mrs Christina Hodder. Please come and see them to talk about any concerns or problems.

CODE OF PRACTICE AND HOME VISITS

Rosmini College is required by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code), to visit a homestay prior to the placement of any student. We visit your homestay twice a year and carry out a police vet on any person 18 years of age and over who lives in the homestay. We will also interview you once a term to check that you are settling in well at both home and school.

HOST FAMILY INFORMATION

We will provide you with as much information about your host family as possible, before your arrival. You will probably find living in a Kiwi home different from living in your home – different ways of doing things, different food, having to look after yourself. You will learn lots from being in a Kiwi home, along with your English language, you will learn about our way of life and our culture. It will take some time to adjust. Please join in family conversations and activities.

You will also be expected to assist with the day-to-day activities in the home as much as the children of the homestay family do. Our homestay families have looked forward to your arrival and have often moved furniture, and in some cases, even family members to accommodate you.

If you have a problem you should always ask for advice. If you are very worried, there are people to see, either at home or at school.

COSTS

Your homestay fee to your host family covers all reasonable living costs.

Host families are not expected to:

- Pay for toll or mobile phone calls.
- Cook special food.
- Insure the student's goods or pay for property the student damages or loses.
- Offer accommodation to visiting friends or relatives.
- Comply with unreasonable requests.
- Buy special toiletries.

You are responsible for:

- Stationery/Workbook costs and other school related expenses.
- Uniforms.
- Personal pocket money and personal expenses.
- Holiday costs.
- Medical/dental expenses covered by insurance.
- Telephone accounts.

NOTICE OF TERMINATION

We require two weeks written notice of termination either from the homestay or the student if you want to move. You parents must write to the Director of International Students if you want to change homestay, but there must be a very good reason for this. We will advise the homestay – you may not give notice of leaving to a Rosmini homestay parent. You are not allowed to find your own homestay.

GETTING TO KNOW THE NORTH SHORE AND AUCKLAND

Your homestay family will help you find your way to and from the school by bus, or walking, within the first days of your arrival. They will show you how to get on and off the bus and where the bus stops are. They will also show you where the bank and the closest shops are.



MEDICAL & TRAVEL INSURANCE

It is a requirement of the New Zealand Government that all International students have Insurance to cover your health for the entire time you are here in New Zealand. The New Zealand Government does not cover health care. You will have to pay for all your medical bills while you are in New Zealand. Your Health Insurance Policy will be copied and kept on file. When you have been to the doctor or chemist, keep all your receipts so that this can be claimed on insurance. Please see the international staff and they will help you with your claim. Always carry your insurance card in your wallet.

SLEEP

In New Zealand school students usually aim to sleep for at least 8 hours each night. If you get up at 7am you should have your lights out at 11pm at the latest. Students need plenty of sleep to learn well. When you come to a new country and study in a new language, you can expect to get very tired. Get plenty of sleep at night. Teachers will not allow students to sleep in class. You must abide by the house rules regarding bed time and internet usage.

Please don't stay up late at night so as not to disturb other family members who have gone to bed before you. Do not take showers at night after 9.00pm.

ATTENDANCE/ABSENCES

If you are unwell and can't attend school, please let your host family know. Do not wait until your host parent has gone to work and then text them. It is their responsibility to phone or email the school by 8.30am to report your absence from school due to illness. This can only be authorized by your host parents.

If you need to see a doctor, your homestay will take you to see their doctor. They may write a prescription for medicine if you need it. This must be taken to the chemist to receive the medication. When you pay the Doctor or Chemist KEEP THE RECEIPT so that you can claim this cost on your medical insurance.



When you return to school, please ask your host family for a note to explain your absence. You must attend Swimming Sports, Athletics Day and Rosmini Day – these are compulsory school days.

You are not permitted to leave the college grounds during the school day without a formal leave pass. If you have a doctor or dentist's appointment, or any other reason why you need to be out of school, you must have a note signed by your host family to explain this BEFORE you can leave school.

CURFEW

You must abide by the curfew and rules set by your homestay. Years 7 to 10 students are not allowed to go to Auckland City unless accompanied by the host family or someone approved by the host family. Year 11-13 students are allowed to go to Auckland City with friends but you must always have permission from your host family and you must discuss with them what transport is needed, where you are going, and who with. They will tell you what time you are to be home.

If you want to stay overnight with a friend, you must have the consent of your host family and the Director of International Students.

15 years and under 6.00pm Sunday–Thursday, 8.00pm Friday-Saturday

16+ years 6.00pm Sunday-Thursday, 10.00pm Friday-Saturday

INTERNET AND TELEPHONE USE

Internet

This is not a requirement that must be provided by the host family, however most host families will allow you to use their plan. If you use your host family's line, ask permission before you use the Internet and keep use to a minimum.

Downloading of Movies is forbidden, if you are found to have done this you will be asked to pay the months Internet charge.

You must avoid spending too much time on the Internet especially when you use it to communicate with friends in another time zone of the world. Do not allow your study time or school work to suffer because you spend too long on the Internet.

Phone

All overseas calls should be made collect or on your mobile phone. There should be no calls after 9.30pm unless in an emergency. Rosmini College will not accept responsibility for any internet or phone accounts – these will be paid directly to the homestay by you.

HEATING AND ELECTRICITY

Please be aware that New Zealand Electricity is 240 volts – check with your host family whether you can use your electrical products safely. Your host family will provide you with a heater if necessary to keep warm over winter. You must also make sure that you dress appropriately and wear a warm jumper, sweatshirt, jeans and socks etc if it is cold.

Please do not put clothing on any heater as this can catch fire and make sure that you turn the heater off at all times. Your homestay will also provide you with extra blankets or a warmer duvet in winter. They might also give you an electric blanket. This is switched on an hour before you go to bed. Please do not leave it on at night or through the day. Please make sure you have turned off hair dryers, and heaters after use.

HOLIDAYS AND TRAVEL

We understand that in the holiday periods you may wish to travel home to visit your family. You must advise the school and homestay family of any travel you undertake, including travel with your homestay family – we must know where you are at all times.

You parents must write a letter to the Director of International Students if you are travelling outside of Auckland, informing of the departure and return dates and where you are going, and a copy of your air tickets if applicable. We expect you to return to Rosmini College for term time and permission is unlikely to be granted for you to travel or extend your stay and interrupt learning time here in New Zealand. You may NOT travel independently in New Zealand but may travel with your host family.

TRANSPORT

International students are not permitted to own a car or drive a car while you are attending Rosmini College. This applies even when if you are over 18 years of age. You may not travel with other friends who are on a restricted license. You are responsible for your own transport costs if you catch a bus or are going out with friends.

If you are participating in after school activities, your host family will make sure that you can get home safely. However sometime host families cannot always drop off and pick up, if you have a problem with transport please see Mrs Rylev. You must not walk or bus home at night in the dark.



BEDROOM

It is your responsibility to keep your bedroom tidy, your host parents are not expected to come in and clean your bedroom and if you are lucky enough to have your own bathroom please make this your responsibility to keep clean. If you do this once a week it will keep you host parents really happy.

STUDENT CARE

Homestay families are responsible for your care and well-being. They need to know where you are, how you can be contacted and who you are with. They must also have a physical address if you are going out.

When you go out, please make sure that you have the telephone numbers and addresses of both the school and your homestay. You must keep your homestay informed about where you are at all times.

Please ensure you are using a device (phone) that can work on the New Zealand network. There is no point you using a phone from your home country if you can't be contacted by your host family or school. Please give you mobile number to Mrs Hodder on your arrival in NZ.

UNIFORM/STATIONERY

You must come to school in the correct uniform; skirts may not be too short, and you should always be neat and tidy. If you have a legitimate reason for wearing a non-regulation item for a short period, please ask your host family to write a note, so you can be issued with a Rosmini College Uniform Pass.

All school uniforms can be purchased from our supplier. Please [click here](#) for more information, and purchase the right uniforms according to your year level.



SMOKING, VAPING, DRUGS AND ALCOHOL

International students must abide by New Zealand laws, which means that the purchase of cigarettes, vapes and consumption of alcohol is illegal under the age of 18. Any drug taking is illegal.

Consuming alcohol, taking drugs, smoking or vaping, while you are a student at Rosmini College is not permitted. If you are found to have broken this rule there will be serious consequences. By signing your homestay agreement, you have agreed to this rule.



CHORES

You should always keep your room neat and tidy. Your bedroom is for sleeping and studying, not entertaining friends – this should be done in the living room. As you are part of a new family you may be asked to participate in minimal family chores such as setting the table and doing the dishes.



Laundry is usually done by the host family, but if you would prefer to do your own, please speak to your host mother about how to use the washing machine and where you can hang your clothing to dry. Please remember in New Zealand that it is common to hang out underwear on the clothes line. Please do not hang wet washing in your bedroom as your bedroom will quickly start to grow mold which can be bad for your health.

BATHROOM

Please ask your homestay to show how to use the shower and other facilities and how to keep the floor dry, what bathmats etc to use. In New Zealand it is common for us to shower/bath every day. Many houses only have a small hot water tank, so you may only spend 5-8 minutes in the shower, as otherwise the water will be used up and others in the family will have a cold shower.

FOOD

You will be provided with three meals per day and snacks. If you choose to go out for lunch or dinner with friends, then you will have to pay for this yourself. Please check with your homestay about any rules with food and discuss with them what you like and don't like.

The food in a New Zealand home may differ from what you eat in your home country. This may take a little while to get used to. Perhaps for a change if you are really missing food from your home country, you might like to suggest you take your homestay family shopping at an Asian supermarket, and with supervision, try cooking your style of food. Alternatively, as a treat you may go out to an Asian takeaway bar or restaurant to get a taste of home!



Do not store unwrapped food in your bedroom, a good idea is to store your food in a container with a lid. This will keep fresher for longer and no bugs will get into the food. Ask your host mother as she will probably have a large container you can use.

During your time in New Zealand it is important to try and maintain a healthy diet, this will keep you healthy and will help you sleep well which will enable you to cope well with your school day. New Zealanders generally eat three meals a day: breakfast, lunch and dinner. If you don't like your school lunches please tell your host mother. It is better to do this and get what you like to eat rather than just wasting food.

The main meal for New Zealander's is usually eaten in the evening between 6pm and 7pm. Most of our host families eat a variety of different meats including Beef, Lamb, Pork, Fish and Poultry. If there is a food you don't like to eat please talk to your host family and let them know.

EMERGENCY CONTACTS

It is most important that you contact either your host parents and the Director of International Students if you are lost or in a situation you feel unhappy about. For example, if you get on the wrong bus and don't know where you are please don't wander around by yourself. If you have missed your bus or you are running late, always phone or text your host mother/father to let them know you are running late. This is good manners and it will also stop your host parent's worrying about you.

On arrival in New Zealand, one of the first things you should do is to enter your host parents phone numbers into your phone. Please also add:

ROSMINI COLLEGE CONTACT

Mrs Rylev, International Student Director

mrylev@rosmini.school.nz

027 5426890 (24hr Emergency Contact)

If you don't know what bus you should be catching you can go on Google Maps put in your location and the address you want to get to and then click on the bus/train icon or you can go to www.at.govt.nz.



CULTURAL DIFFERENCES

- Some people wear their outdoor shoes inside the home, but not all families do this. Please check what is usual at your homestay or if you go to visit others.
- It is good manners and expected in New Zealand to always say 'Good Morning' and 'Good Night' to your host parents. Never enter your host family home and go straight to your bedroom. Always look to see if anyone is home and say 'Hello' or 'Hi'.
- You may see people walking on the street in bare feet.
- It is NOT acceptable to spit or to drop litter anywhere – Kiwis are very offended by this.
- Questions regarding salary or age are considered personal, and it may seem rude to ask about this. Kiwis can be offended by personal comments like 'he has put on weight' or 'she is skinny'.
- Personal privacy is important in New Zealand, so please respect this.
- New Zealand's water is very good and it is usual and common to drink water straight from the tap.
- It is VERY important to say 'please' and 'thank you', as it is considered rude to not use these words. Please make sure to use them – you will find they are used all the time by Kiwi's in everyday conversation.
- It is unusual for New Zealander homes to have a maid or chauffeur.
- Remember to ask somebody to pass you things at the meal table – do not reach across to get your food for example, 'Please pass me the salt'.

- It is considered bad manners to talk on the phone or text while at mealtimes.
- New Zealand families usually eat their meals together and stay at the table until everyone has finished eating. The main meal of the day is eaten in the evening.
- Start eating your meal when the family starts to eat.
- It is alright to say 'no thank you' to food you do not like or if you are not hungry or thirsty.
- It is polite to make eye contact and look at someone when they talk to you.
- Many New Zealand families are open to showing affection in public and at home.
- It is usual for Kiwi's to show how they feel. Children and teenagers may argue with their parents or each other. If they are not happy they will usually let the other person know.
- Many families will have a cat or a dog that lives inside and often sleep on beds.
- Houses may be colder than what you are used. People put on extra clothes rather than turn on a heater.
- New Zealanders are casual and informal. We dress casually on many occasions, e.g., in the weekend we will go shopping in "beach wear".
- We are not punctual. Don't be concerned or offended if someone says they will pick you up at 1.30 and they don't arrive until 1.45.
- Breakfast is often informal and each person in a family may prepare their own.
- The midday meal is not a family meal, and often cold food is prepared at home and eaten at school or work.

VISITING A NEW ZEALANDER AT HOME

New Zealanders enjoy visiting each other in their homes. When they are invited for a meal, people often take a small gift such as a bunch of flowers and they offer to bring a salad or a dessert.



RECREATION

Sport plays a very big part in the lives of most New Zealanders. Rugby is the most popular sport in the winter for men, and netball for women.

The All Blacks are the national rugby team. Many other sports are enjoyed during the year, including cricket, tennis, soccer, athletics, golf, horse riding, swimming, and sailing (many families own a boat of some kind). Other recreational activities include making improvements to the home, gardening, walking, watching television, and socializing at home.

If you are interested in joining a sports team go and speak to the sports department as there are a lot of different options to choose from, and it's a great way to meet new people and make new friends.

Remember that you have all the support you need at school and at your homestay. Make sure you get involved in as many activities as possible at school and with your homestay family. That way you meet more people, make more friends, improve your English and have more fun.

HELPFUL MĀORI WORDS TO KNOW

- Haere mai -Welcome
- Kia ora - Hello
- Marae - a Māori meeting house and the land around it
- Hangi - a meal cooked underground
- Kai - Food
- Pakeha -a person of European ethnicity
- Kiwi - a famous New Zealand bird that cannot fly (Kiwi is also used to refer to people and things linked to New Zealand, such as ‘the Kiwi team’ or ‘a Kiwi accent’).



QUESTIONS TO ASK YOUR HOMESTAY FAMILIES

It is a good idea to spend time with your host family and join in the family activities. Here are some questions you might like to go through with your host family in your first week at the family.

DAY ONE

- What do I call you?
- When can I telephone my family?
- When can I use the internet?
- How do I get to and from school?
- What happens after school?
- What family rules and procedures do I need to know about?
- Where can I keep my toiletries?
- When is the best time for me to have a shower and use the bathroom, in the morning or in the evening?



DAY TWO

- What is the procedure about dirty clothes? Where do I keep them until wash days?
- Should I wash my own underclothes?
- Where should I dry any clothes I wash?
- Where do I put my clothes to be ironed?

- What time are meals?
- What would you like me to do at mealtimes? For example: set the table, clear the table, wash up, and dry the dishes?
- Which food and drink may I help myself to?
- Which food and drink must I ask first before having?

DAY THREE

- What chores am I expected to do daily? For example: make my bed, keep my room tidy, and leave the bathroom clean and tidy?
- Can I use the shampoo in the shower?
- What areas of the home are private (for example: parents' bedroom, study, and sewing room)?
- Where can I store my suitcases?
- What time should I get up on weekday mornings?
- What time should I get up on weekends and holidays?
- What time should I go to bed and turn the lights out on weekdays and weekends?
- What dates are the birthdays of my host family?

DAY FOUR

- What are my homestay father's likes and dislikes?
- What are my homestay mother's likes and dislikes?
- What are my host brothers and sisters likes and dislikes?
- How do I get around?
- May I use the stereo, television and DVD?
- What arrangements are there for making lunch on a school day? At the weekends?

DAY FIVE

- If I have any problems, who would you like me to go to?
- May I put pictures and posters on walls in my bedroom?
- May I rearrange my bedroom?
- May I have friends to stay overnight?
- When can I invite friends around in the day? (Not opposite sex if parents not there).
- When can my friends phone me?
- Is there anything else you would like me to know?

Please remember we are always here to help you, but the more effort you make to get to know your host family the quicker you will settle in.

Auckland has many wonderful things to do and see so please make the most of your time in our beautiful city.

If you embrace your experience you will look back in many years to come, on a time in your life with great memories and wonderful friendships.

