



# Homestay Guidelines

for

# International Students

*“Cashmere High School has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education.*

*Copies of the code are available on request from this institution or from the New Zealand Ministry of Education website at <http://www.minedu.govt.nz> ”*

## **HOMESTAY RULES**

All families have rules, some are more important than others. Your family may have some special rules. Look at the first page of this booklet for these rules.

Be a part of the family. Respect them and be friendly. You will be treated the same way.

Tell your host family where you are going and what you are doing. If you are not coming home for a meal, please advise your host before 5:00 pm or earlier. When you are staying out, leave a note with a telephone contact number and address.

Your counsellor or guardian may restrict you going out on certain days or times. This is often requested by your parents.

Respect the home and personal property of the family. Always ask before borrowing or using any household items. Inform your hosts if something is damaged or broken. You do not pay for accidental damage but you should replace something if you have been careless.

Help to keep your home safe and secure. Lock windows and doors, switch off heaters and electrical appliances when not in use.

Some rules may be too restrictive. If you want a relaxation of the rules in your homestay, then talk to the homestay manager first.

### **“WELCOME TO CHRISTCHURCH AND TO LIVING WITH A NEW ZEALAND FAMILY”**

Cashmere High School wants you to enjoy your time in New Zealand. We hope you have a good time with your Kiwi family. This booklet has been prepared to help you adjust to a new living situation.

Please read this booklet and if there is something you still do not understand, ask someone – your host family, your teachers or the international staff at Cashmere High School.

People are different everywhere! Your New Zealand family may have different customs and attitudes to your own. Even within New Zealand there are many different ways of doing things and points of view. Accept that differences are good and you will understand us more easily.

People are the same everywhere! They like to be respected. They like to be kind and to have kindness shown to them. People like to learn about each other. Understand that the basic rule of courtesy and your homestay will be an enjoyable one.

Sometimes homestay families and visitors cannot get along together successfully. Cashmere High School and counsellors will help to sort out these problems. If nothing can be done to make the homestay work then everybody is better to make a change. Your next homestay will be better and your host family can accept another student.

## MEAL TIMES AND EATING

A problem with food is not unusual when you are in homestay. These guidelines might help.

Tell your host about any food likes and dislikes.

Tell your host about any foods you cannot eat at all. Saying “No, thank you.” To food you cannot eat is okay.

Be on time for meals. Please give notice if you are to be late or do not require a meal.

Help the cook with some of the meal duties:

- Prepare vegetables
- Serve the meal
- Clear the table
- Make coffee or a pot of tea
- Lay the table
- Pour drinks
- Do the dishes

Have a small taste of new food – you might like it such as Vegemite, Pavlova, Roast Lamb and other kiwi family favourites.

Eat quietly. Try not to make noises while eating and when you are finished. Conversation at meal times is regarded as polite and friendly. Dinner is one of the few times the whole family can be together.

At the end of the meal, wait until everyone has finished. Compliment the cook – it will be appreciated. Ask to leave the table after dinner: “Please may I leave now?” or “Thank you” and “Excuse me please” are acceptable ways to excuse yourself from the table. Your host family would be delighted to eat a meal that you have prepared for them.

Most New Zealand families have a diet of three meals each day. Between meal eating should be light snacks only. Hosts will be offended if you do not eat the meal cooked for you but you had a meal in town or order a pizza later in the evening.

Go shopping with you host family. Show them the food you like to eat. Select items of snack food and fruit you would like to have in your lunch.

Food parcels from your home country may be sent by your parents. These must not have fresh fruit, vegetables or seeds. Commercially packaged food products will be acceptable to New Zealand Agriculture inspector officers.

To buy Asian food in Christchurch, visit

- Asian Food Warehouse – corner of Salisbury and Manchester Streets
- Oriental Warehouse – 149 Victoria Street
- Tokyo Express – Corner Oxford Terrace and Worcester Street

## **YOUR BEDROOM**

In your bedroom you should be provided with a bed, wardrobe, drawers, a desk and chair for study, study lamp and a heater for your own use.

If any of these items are missing or unsatisfactory please advise the International Office at Cashmere High School.

Sheets and pillowcases on a bed are usually changed and laundered weekly. Sleep between the sheets. Ask for more bedding if you are cold.

Please make your bed everyday and keep your room tidy. Your host will vacuum your room as often as required.

During the daytime, open the curtains for light, and a window for fresh air.

Turn off the electric blanket and your heater when you are out of your room and while sleeping. These are a fire risk, are expensive and unhealthy for you if on all night.

It is okay to be awake late at night after you family have gone to bed. However, do not disturb sleeping members of the family. Remember to get yourself out of bed in the mornings. This is your responsibility.

Privacy in your room is important. Close your door when you do not wish to be disturbed. Leave your door open when privacy is not important. Bedroom doors in New Zealand are not normally locked. Never smoke in your room. You must have a permission to smoke in your home.

## **THE BATHROOM**

Take your turn to use the bathroom. Allow other family members time to make use of the bathroom – especially in the morning.

Soap, toothpaste, and shampoo etc is not supplied by your host family.

Hot water supply in most New Zealand houses is limited. Do not shower for too long or too often, once a day for ten minutes is enough. Arrange a time to take a shower.

Take care with cosmetics, hair dye, and other chemicals in the bathroom and bedroom. These may be hazardous to young children and cause staining or corrosive damage to walls and furnishings.

There must be a lock on the door of the toilet and the bathroom. Please advise your counsellor if there are no locks.

## THE TOILET

Males should remember to raise the toilet seat before and lower after use.

Females must know how to dispose of sanitary napkins and tampons. Your host mother will show you what to do. Please do not use the toilet for this purpose.

## KEEPING WARM

Please recognise that heating is an expensive part of housekeeping in New Zealand homes. One heater left on high for one hour costs 30-40 cents or everyday for 10 hours is \$30 per week.

When the weather turns cold, add extra clothing, like a woollen jersey or fluffy slippers. Only use the heater when it is extra cold. In winter you may like to study in the warmest part of the house: near the fire, or the wood burner.

Christchurch weather is very changeable. Be prepared for a cold change everyday. Take a jacket or sweater when you go out.

Thermal underwear keeps your warmth close to your skin. It also allows you to wear less clothing on top. Do not sit around in wet clothing. Ask where clothes may be dried.

## LAUNDRY

Your hosts will wash your clothes for you. There will be a place or bag to leave your clothes for washing. Ask which day is a washing day. Sheets will usually be washed once a week.

Hand washing of underwear and delicate clothing can be done by you. Ask your host about hand washing and where to leave it for drying.

Drying clothes outside (including underwear) is usually on a clothes line outside. In wet weather an electric drier may be available. Do not leave wet clothes in wardrobes or on heaters for drying.

## **NEW ZEALAND LIFESTYLE AND CULTURE**

New Zealand families have a focus on their home – for meals, entertainment, recreation and study. Houses are roomy and well equipped for family life. Students are expected to join in this family life where informal learning of English is possible. Cashmere High School does not encourage excessive socialisation with students from just your own country.

New Zealand families show affection for each other. Married couples and parents and children may kiss and cuddle openly. Physical touch is an important part of family care and love. When you become part of a family you may also be given the same experience. If you are uncomfortable, please do not be embarrassed to tell your family.

Women are the equal of men in most New Zealand families. Host mothers and sisters are shown respect in different ways. Allow a woman to enter a room first. Make tea or coffee for your host mother. Assist with the household duties of setting and clearing tables or doing the dishes.

Families may have outings together for a family function – like a restaurant meal for someone’s birthday – you will not be expected to pay. Other trips may be expensive and you should offer to pay for your share for activities like going to the movies or on a skiing trip.

New Zealanders often go to bed very early (9:00 – 10:00 p.m.). It is customary to say “good-night” to each other when going to bed and a “good-morning” is polite when meeting for the first time in the day.

Many New Zealand families argue when they disagree. Anger and unrestrained emotions may be expressed between couples or between parents and children. This direct antagonism is normal for our country. You may feel embarrassed about the way some people behave. Your hosts may also express some anger towards you for some wrong doings. If you do not understand, ask your hosts to explain the problem.

## **HEALTH AND INSURANCE**

Young people will normally be healthy and avoid serious illness. Regular sleep, good meals, not smoking and wearing suitable clothing helps to keep you healthy.

If you become sick, please inform your homestay host. If you cannot attend school, a phone call, followed by a note is necessary to inform the school. Lack of records explaining absence from school may prevent certificates being awarded or examinations being taken. For serious illness, visit a doctor and take the medicine that may be prescribed for you.

Insurance is available from Cashmere High School. This gives you protection in situations of severe illness or accident. Hospital care, repatriation and parent’s visiting costs are included in this insurance. There is also protection for your personal property, spectacles, luggage and money, as well as travel cover.

## TELEPHONE CALLS

Local calls are free in New Zealand. However, do not monopolise the phone line with your calls. Other family members wish to use the phone and incoming calls may be important to the family, for example, business calls may be made to the home. Many people use a call waiting service. Learn how to use this service for convenience of other users.

Always ask to make a toll call within New Zealand or to another country. This call is charged to a number in your country at your home country rate.

Country	Operator	Automatic with calling card
Hong Kong	000985	000915
Indonesia	000962	
Japan	000981	000980
Malaysia	000960	
South Korea	000982	
Taiwan	000988	
Thailand	000966	

### **Calling by Credit Card (Visa, Bank Card, Diners Card)**

- a) From your homestay dial 0170  
Say “credit card call please”, also give your card names, number, expiry date and the number you wish to phone.  
There is an extra charge of \$4.50 for this service.
- b) You can do this from a credit card phone box in the city.  
Dial 0172 – then it’s the same as above.

**Price Required call** – there are two ways of doing this.

- a) Dial 0170  
Ask for an international price required call.  
This costs an extra \$4.84
- b) Dial 0160 at the beginning of your call  
This only costs 0.34 cents

For example – Sydney, Australia – Phone 9876543

Price Required Code	Country Code	Area Code	Sydney Number
0160	61	2	9876543

= 0160-61-2-9876543

## MONEY AND BANKING

New Zealand is rapidly becoming a cashless society. Carrying a lot of cash is not recommended, bankcard and EFTPOS payments are more common than using cash.

Cash can be withdrawn from ATM machines at the banks or at other retail outlets. Dairies, service stations, supermarkets etc. will all give you cash from your bank account with an EFTPOS card.

A bank account will be opened for your personal use. This is the safest place to have your money stored. **DO NOT** keep a lot of money in your homestay.

Banks in the city are open for business from 9:00a.m.until 4:30p.m. Many banks have Asian banking officers who speak your own language.

## MAIL

Letters are delivered daily, Monday to Saturday. Your host will want to collect the mail. Parcels may be delivered to and picked up from your nearest NZ Post mail centre. To send mail, take it to your nearest post office or postal centre, often at another shop. Aerogramme and postcards cost \$1.90 to every country in the world. Letters have different rates, \$2.40 to Asia. Parcels and courier packages are also accepted at the Post Shop.

## TRANSPORT

Buses serve all of Christchurch. Your host will advise you of where to wait for your bus and where to get off.

The bus kiosk sells a bus map, cheaper concession tickets or monthly bus pass, and provides bus information. High school students must have a Youth Card to travel on the bus at children's prices.

Taxis are recommended for coming home at night time. Taxis may be called by telephone, by hailing from the street or by waiting by a taxi stand in the city. A taxi company discount card will give you a cheaper rate.

Bicycles ride on the road, not on the footpath and they should observe the same road rules as a car. Give clear hand signals of your intentions to turn and to stop. Always wear a cycle helmet because in New Zealand it is law to do so. If the police catch you riding a bike without a helmet you will receive a \$55 fine.

## **SAFETY AND EMERGENCIES**

Overseas students have been a target for some bad people in Christchurch. There have been attacks on students for money and possessions and sometimes to physically harm them.

Be discrete about wearing expensive gold jewellery and clothing. Look after your valuables (cameras etc.) carefully. Not everyone is honest. Only carry the amount of cash that you will need each day.

Do not lend large amounts of money to friends. They may not be your friend when it is time for the money to be repaid to you.

Walk in the city at night with friends. If you must be alone, then try to avoid danger spots – Cathedral Square, Moorhouse Avenue and South City.

Telephone 111 in an emergency from any phone. Ask for the service that you need Police, Ambulance or Fire Service. Remember to give an address and a contact name and telephone number.

Stolen or lost property must be reported to the police for insurance claim purposes.

## **HOMESTAY PAYMENTS**

You have agreed to a set homestay fee. This is paid to Cashmere High School, preferably by automatic bank transfer every term. Please pay your money by the required date.

Cashmere High School collects a commission from the homestay fee for the administration of the service. Families and students find it better to have a go-between to help with homestay problems.

Notice to leave your homestay is one week. Cashmere High School must be told when you plan to leave or change your homestay.

Holiday refunds are 50% of the homestay fee for time away from home when visiting your home country. Cashmere High School and your homestay must know of your holiday plans before allowing a refund.

## **HOMESTAY DIFFICULTIES**

Try and build a relationship of trust and understanding with your homestay family.

Sometimes living with another culture and family can create problems. Problems can be solved by talking over the issue. Talk with you hosts if at all possible and also with the International Office at Cashmere High School.

As a last resort, your homestay can be changed at short notice. Try to resolve the problems before making a change.

## **GUARDIAN**

It is compulsory for all students while studying at Cashmere High School to have a guardian. The guardian takes the place of your parents, carrying out the instructions of your parents and reporting to your parents.

The guardian is responsible for translating and forwarding your school reports to your parents. Twice yearly a pastoral care report is included.

Your guardian is available for you to talk to about problems, questions etc in your own language. The guardian will call you every week and ask about your welfare. Your parents may telephone your guardian to ask about your school progress and general well being.

Co-operation between guardian, student, homestay hosts and Cashmere High School is necessary for you to make the most of your time in New Zealand. Be sensible and mature in all matters and there will be few problems. Students who spend a lot of money, spend a lot of time going out and don't go to school will soon come into conflict with Cashmere High School, their guardian and the immigration authorities. Conscientious students will eventually achieve the success they want, while pleasing their parents.

## IMPORTANT NUMBERS

**School:** Cashmere High School  
172 Rose Street  
Cashmere  
Christchurch

Phone: (03) 332 9129  
Fax: (03) 332 9126  
International Office: (03) 337 4725  
Tania Woodham: 021 292 4859  
Suzanne Pierson: 027 292 4859

**Taxis:** Blue Star Taxi Phone: (03) 379 9799 Call Free 0800 379 9799  
Gold Band Taxi Phone: (03) 379 5795 Call Free 0800 379 5795

**Emergency:** Ambulance Phone: 111  
Fire Brigade Phone: 111  
Police Phone: 111

**Guardian:** Name: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

**If you need to see the following speak to your host family, international office or your guardian and they will give you the name of a practitioner near to where you are living.**

**Doctor:** Name: \_\_\_\_\_ Phone: \_\_\_\_\_

**Dentist:** Name: \_\_\_\_\_ Phone: \_\_\_\_\_

**Optometrist:** Name: \_\_\_\_\_ Phone: \_\_\_\_\_