

Accommodation Guidelines for Homestays, Caregivers and Parents



2026



LONG BAY COLLEGE

Care, create, excel

HOST AN INTERNATIONAL STUDENT
AND MAKE YOUR HOUSE A HOME
AWAY FROM HOME



Section A – General Information

Introduction

Thank you for agreeing to host a Long Bay College International Student. We are delighted to have you on board as one of our Homestay families. We are sure you will find it rewarding and fulfilling and ultimately have a life-long extended family member.

As you will be aware, International students are away from home, often for the first time, and face customs quite different to their own. They need the care and love that you would like your own child to receive if they were away from home, and we are here to support you with ensuring they settle and fit in with your family.

We appreciate the warm welcome and care you give our International students during their time at Long Bay College.

We look forward to our continued collaboration to ensure that our International students get the best possible experience in a friendly, safe and inclusive environment, both in and out of school.

International Team

Our International team of staff has been carefully selected to provide outstanding academic support and pastoral care for all International students during their time at Long Bay College.

Mrs Jayne Jones

Assistant Principal International
jjones@lbc.school.nz

477 9009 ext 816
Mobile: 027 473 2555

Mrs Tian Yang

Accommodation Coordinator
tyang@lbc.school.nz

477 9009 ext 874

Miss Jemma Jones

International Student Coordinator (Experience Focus)
jmjones@lbc.school.nz

477 9009 ext 810

Mrs Xiaoman Shao

International Student Coordinator (Academic Focus)
xshao@lbc.school.nz

477 9009 ext 810

EMERGENCY HOTLINE
(After Hours)

0800 528 437

Accommodation Coordinator

Long Bay College has an experienced Accommodation Coordinator for International students requiring assistance and support with accommodation. **The Accommodation Coordinator should be the first point of contact at school for homestay families, as well as an important source of information for designated caregivers (DCG's) and accompanying parents.**

The Accommodation Coordinator will need to have reasonable access to the Homestay accommodation for the purpose of visiting and monitoring the student and his/ her wellbeing, in line with our commitment to the Code of Practice.

Under **The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021** (the Code), Long Bay College is required to visit accommodation prior to the placement of any student and assess the suitability of the living conditions. This includes both homestays and designated caregivers. Long Bay College will also visit the homestay and designated caregiver twice a year to ensure ongoing suitability and check that all is going well for both the host family and the student. Long Bay College is also required to interview all students once a term to ensure their wellbeing and welfare, and check their accommodation is suitable for their needs.

Communication with students' agents is strictly done by the school, unless by prior arrangement by Jayne Jones, Head of International, Assistant Principal. Please refer ALL communication from the agent to Tian Yang, our Accommodation Coordinator.

In turn, homestay parents should contact the school regarding any issues, not the agent directly.

(See <https://www2.nzqa.govt.nz/assets/Tertiary/The-Code/pastoral-care-code-of-practice-2021-english.pdf> for a copy of the Code of Practice).

The school has provided the Code link above, and host parent/s are required to have read and understood the sections of The Education Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code) which are relevant to residential caregivers. (Please also refer to the appendix at the back of this booklet for the link to the Code of Practice).

Emergency Situations

In emergency situations the host family should use the 0800 528 437 number. This is manned 24/7.

Alternatively, please contact Jayne Jones on 027 473 2555.

Please also see the Emergency and Accident Procedures for Homestays towards the end of this book.

Student Pre-arrival

Once we have decided to place a student with you, we will send you information about the student and send the student information about your family too.

Quite often, students have gone to a lot of trouble to tell you about themselves when they first apply, and we encourage host families and students to communicate by email or phone/video calls before the student arrives in New Zealand. Please note the pre-arrival time can be a worry for the students' parents, and they will be reassured if you communicate by email, phone or video call prior to your student's arrival.

Social networking sites like Facebook, WeChat and Instagram can be a great tool to interact and get to know each other, but please be aware that these can also have a downside. We ask that you use your discretion when using social networking sites for general communication with friends and family, as agents and parents may be using these as tools to get to know your family.

Student Arrival

On arrival in New Zealand, your student will be met by a driver from Shore Shuttles at the airport and brought to your home. It is important that someone is at your home to meet the student. Tian Yang will co-ordinate arrival details with you.



Booking Office Hours: Mon-Fri: 0830-1700; Sat-Sun and Public Holidays: 1000-1600

Shuttle Service Non-Operational and Booking Office Closed:
Christmas Day | Boxing Day | New Year's Day

Free Phone 0800 262 772

Web www.shoreshuttles.co.nz

Email info@shoreshuttles.co.nz

Homestay Payments

Long Bay College will pay Homestay fees at a rate of \$420.00 per week (\$440.00 per week for students under 14 year olds), payable fortnightly 1 week in arrears and 1 week in advance. This rate is valid for 2025 and is reviewed annually.

Term holidays / weekends away: if a student is travelling and leaving the home throughout the year while studying at Long Bay College, the full amount will still be paid to the host family.

Summer holidays (December & January): If the student is returning home during this period, payments will stop. **A holding fee of \$10.00 per night is payable** if the student still stores belongings in the room.

Should the homestay family travel away during the duration of the student's stay, and the student needs to be moved to temporary accommodation, then payments will cease for the duration that the student is absent.

Notice of Termination for Homestays

Two weeks' written notice is required to be given by either the homestay or student to the Accommodation Coordinator.

If the school is concerned about the emotional and physical wellbeing of a student, or there has been a valid reason for an immediate move given by the agent or natural parent, **the school reserves the right to move a student without prior notice or payment for the normal notice period.**

No student is to move without the prior consent of the Accommodation Coordinator. The student visa may be withdrawn if a student moves without giving notice to the school.

All information provided to Long Bay College in respect of the homestay or the student will be treated as confidential, and not revealed to any third parties without permission first.

Inclusive Costs

The homestay parent(s) is liable for all reasonable costs, expenses and outgoings incurred as a result of providing homestay accommodation to a student. This includes 3 meals a day, snacks and laundry.

Host families are NOT expected to:

1. Pay for toll or mobile phone calls.
2. Cook special foods (unless by prior agreement where there are dietary requirements). Please encourage your students to help cook cultural dishes as part of your family.
3. Insure the student's goods or pay for student property that the student damages or loses, beyond the normal Home & Content Insurance.
4. Offer accommodation to visiting friends and relatives.
5. Comply with unreasonable requests.

The student is responsible for:

1. Stationery / workbook costs
2. Any luxury cosmetic items and personal toiletries
3. Personal pocket money and personal expenses
4. Bus fares
5. Exam fees
6. Holiday costs
7. Medical / dental expenses (these will usually be covered by their medical insurance)
8. Cellphone accounts
9. Uniform
10. Losses and theft of student property (a police report may be necessary for insurance purposes).

Important:

Please ensure that you check with your own home or content insurance if you need to disclose any information that you are hosting International students.

It is recommended that your insurance covers any accidental damage caused by the student to your home/rental property, as it would for accidental damage caused by any other member of your family.

The college is not liable for any damages caused by the student accidentally, though we will endeavour to assist you with any insurance claims where damage is caused deliberately or by negligence.

Section B - Homestay Parents' Responsibilities

No student is to be left unsupervised overnight at any stage, regardless of their age. Please note: **this is a legal requirement**. See the Code of Practice at:

<https://www2.nzqa.govt.nz/assets/Tertiary/The-Code/pastoral-care-code-of-practice-2021-english.pdf>

All Code requirements apply to our students, regardless of age.

The homestay parent(s) will undertake to uphold the requirements of the Code of Practice regarding homestay accommodation. In particular, please see the following requirements.

Bedroom

Students need to have their own bedroom. This is their sanctuary when they need to be alone; please make sure that your children do not intrude without their knowledge / permission.

Each room needs:

1. A bed and bedding.
2. Study desk and chair.
3. Adequate bedroom furniture to store clothes and books.
4. A lamp and adequate lighting.
5. A heater during winter and a fan where appropriate during summer.

Meals

1. Homestay parents need to provide three meals per day and access to snacks. Please make sure that if the student makes his / her own lunch there are plenty of fillings, e.g. ham / cheese, for the sandwiches. If there is no food available to make sandwiches in the house, please supply them with money to buy their lunch.
2. Please make sure all food is accessible to the student. Do not hide any food or reserve food for others in the family only.
3. When you go out and take your student for lunch or dinner, that should be treated as a meal at home and should be paid for by you. If your student chooses to go out for lunch or dinner with friends, that then becomes the student's responsibility.
4. Students must inform the host parent in advance if they will not be home for a meal, or if they have an activity on and need it to be plated up.

Pastoral Care & Student Wellbeing

Homestay parents must:

1. **Inform the school's International office of matters relating to health, wellbeing or safety of the student, such as accidents or behavioural concerns.**
2. **Be aware of the student's whereabouts at all times.**
3. **Notify the school via the SchoolBridge web portal or app for any lateness, absence (e.g. sickness) or genuine uniform issues (e.g. broken shoes).**
4. Phone and check that a responsible adult will be available to supervise students if your student wishes to stay overnight with a friend in another homestay. Tian Yang is to be informed prior to their sleepover.
5. Ensure that the student does not stay at a friend's house if the parents are not our homestay parents with police vetting and school approval. Please check with Tian Yang if unsure.
6. Enable a student who is sick to have access to a doctor and be able to transport them to and from the local medical centre.
7. Collect a student from the school Medical Centre if the school nurse deems them unfit to stay at school. They will not be allowed to go home otherwise if they are sick.

Transport

International Students are not permitted to own, borrow or drive a car while they are enrolled at Long Bay College. Homestay parents need to:

1. Provide help with transport to and from school (walk/bus/car).
Please either drive or help your student to catch the bus on their first day at Long Bay College. Students new to New Zealand may find our buses frustrating, especially if they are used to a more frequent bus service back in their home country
2. From time to time, pick up and drop off your student as per your other family members. This may be during wet weather, for school trips, or for clubs outside of school hours.
3. **Collect your student from school when he/she is unwell.** This may result in your student needing medical attention, and you will then be required to take the student to the local medical centre.
4. Meet extra transport requirements for students who have additional tuition or other co-curricular activities before or after school which may require them to arrive early or go home later. Please ensure arrangements have been made for their safe transport to and from home; this is of a particular concern over the winter months when it is cold and dark.
5. All students are responsible for their own transport costs if they catch the bus to and from school or if they are going out with friends.
6. Taxis and Uber may be used by the student at their own cost and are recommended after dark, but they should be in the company of another student.
7. Please note, though, that students are not permitted to use taxis or Uber for airport transfers; **they must use our designated Shore Shuttles for all airport transfers** unless alternative transport has been agreed with the school prior to pick-up.
8. **If your student is being picked up and given a lift by another student, you must check the license of the other student.** They are not allowed to travel in a car with any driver who has a learner's licence or restricted licence.

Travel

Host Family

If you are going away for a weekend or a few days, please inform Tian Yang in advance and make sure a reliable adult will provide supervision for your student in the home. This adult must have been police vetted by Long Bay College. This process can take **up to six weeks**.

If you cannot find a suitable adult, then please give sufficient notice to Tian Yang, so a temporary homestay can be found for your student (at least two weeks' notice).

If family members or friends over the age of 18 years are coming to stay overnight at your home, please inform the school six weeks in advance, as they will also need to be police vetted.

Should you travel out of Auckland for overnight stays with your student/s, we require written permission from the natural parents. A form is available from the International Office. Please email us with the details at least two weeks in advance.

Student

The college does not approve of independent travel.

Your student must get permission from Jayne Jones, Head of International, Assistant Principal, and his/her parents before any travel arrangements can be made.

Students can only travel on organized tours with companies approved by the school.

If your student is discussing a tour with you, then please make sure they come and talk to the International Department first before making any bookings.

There are a number of supervised tours which are suitable for high school students. Most of these tours take place at weekends or in the holidays, particularly in the April, July and September holidays, where they can make the most of the sights in both the North and South Islands. These should be booked in advance as availability is limited.

Long Bay College is legally responsible for all International students at all times while they are here in New Zealand. Please work with us to help ensure the students adhere to the rules and stay safe at all times.

Uniforms

All Long Bay College students are required to wear a uniform, and this includes all International students. Where possible, assistance to fit and purchase uniform will be available for students attending the full orientation programme. Information is available on the College website longbaycollege.com/school-information/uniform

You can also take them to purchase uniforms at The Uniform Shoppe at Long Bay shops .

Junior Uniform Years 9 and 10



Senior Uniform Years 11 to 13



Junior & Senior Uniform 9 to 13



Phones

1. All overseas calls should be made on their own phones. Please make sure you help the student to set up a payment plan to cover international calls.
2. They should call quietly after 9.30pm if calling parents overseas.
3. All students are responsible for paying their own mobile phone accounts. Long Bay College will not accept responsibility for any telephone accounts.

Internet and Computers

Wifi/Internet connection at home is a requirement to be provided by the host family at no additional cost to the student or the College. It is important to set ground rules with your student regarding the data usage. This may include wifi being limited during the night whilst the household is asleep.

Smoking and Alcohol

1. The purchasing of cigarettes, vaping products and consumption of alcohol is illegal under the age of 18.
2. While they are students at Long Bay College, it is against our rules for International students of any age to smoke, vape or drink alcohol.

Social Activities

1. **Students must inform their host parents at all times where they are going (address) and what time they will be home, and leave a contact number if possible (in case of urgent messages).** Cell phone contact only is not enough, in case the battery is low or they run out of credit (though they are told that they must check this at all times).
2. **No student is allowed to stay away from the host family overnight without the consent of the host family and the school.** If your student wishes to stay at a friend's house overnight (it needs to be with a Long Bay College approved homestay family), please check with the family concerned that there will be an adult present and inform Tian Yang in advance.
3. **No student under the age of 14 years is allowed to be in their home alone.** Please refer to the Police Website link for further information:
<http://www.police.govt.nz/advice/personal-community/keeping-safe/children-safe>
4. If your student has more than three friends at your home, then this is considered to be a party / social gathering and at least one homestay parent needs to be there to supervise the gathering.
5. International Students are not allowed to stay in hotels/hostels overnight unsupervised unless prior approval is obtained from Jayne Jones, Deputy Principal International.

Curfews

Please see the curfew guideline below for your students.

Weekdays:	Weekends (Fridays & Saturdays only):
<ul style="list-style-type: none">• 15 years and under – 7.00pm• 16-17 years old – 8.00pm• 18-19 years old – 9.00pm	<ul style="list-style-type: none">• 15 years and under – 10.00pm• 16-17 years old – 11.00pm• 18-19 years old – 12.00pm (Midnight)

You may arrange or negotiate an alternative reasonable curfew time with your students for special occasions; however, you will be responsible for that.

If your student fails to come home at night, you must contact a member of the International Team on the Emergency number or the Assistant Principal International immediately.

Housekeeping

- As a member of the family, students should assist with some small household tasks if asked to do so.
- Laundry is usually done by the hosts. Some students prefer to do their own; so please ensure that they know how to use the machine and where to hang the washing. (Some students do not like their washing hung out in public; please respect their wishes).
- Long Bay College students are not obligated to babysit for you at any stage.

Water

Please explain how your shower and other facilities work and the surfaces you wish to be left dry.

Please also explain any limitations on shower times due to Auckland water shortages and water metre cost.

Cultural Differences

Most problems occur through cultural differences and misunderstandings and not bad behaviour. So **communication** can go a long way to solving many potential problems. This, along with sensitivity to your student's personality, will help you bridge those culture barriers to form a strong international family relationship.

Please contact us for support if students continue to struggle with the cultural gap, homesickness or miscommunications.

Treat your student as you would want your own son/daughter to be treated overseas, and you will get it right 99% of the time!

Religion/Church

Students come from different cultures and religions (if they have any), and this should be respected. Please do not insist that your student attends church with you, as it is often very difficult and embarrassing for students to say 'no' when pressed to attend church if it is not their belief.

Weekend Activities

We encourage you to show your students a little of Auckland.

This needn't be expensive, e.g. a trip to Muriwai Beach, a walk around the beaches from Murray's Bay to Campbell's Bay, a picnic at the beach, Devonport North Head, or Auckland city.

Some of the students only come for 3-6 months. They love to see as much as they can of our beautiful country but may need your help.

They may also just enjoy going for a walk with you, visiting your family, or simply doing the shopping with you. It will help them to settle and feel part of the family.

Consequences and Sanctions

If a student is not abiding by the school rules, the process below will be followed:

1. Learning / Pastoral conversations and/or disciplinary procedures in the event of unsatisfactory performance and behaviour.
2. Daily checks to the International Student Coordinator / Deputy Principal International.
3. Grounding, or additional sanction time at school.
4. Written and verbal warning.

If a student is in breach of his/her Agreement, they may have their student visa revoked if the situation does not improve.

A student may be asked to return home in serious situations – below are some examples:

- Illegal activities (alcohol, drugs, shoplifting, theft)
- Violence and aggression
- Habitual truancy
- Bullying
- Emotional imbalance, or serious concerns for student safety and wellbeing
- Dishonesty / untrustworthiness
- Inability / unwillingness to comply with school and homestay rules
- Inappropriate and unsafe social behaviour
- Driving a car

Section C – Designated Caregiver Guidelines (DCG)

Under the Code of Practice for International Students, Long Bay College is required to:

- Ensure that the person nominated to be the designated caregiver is a relative or close family friend of the student's parents.
- Have the DCG Agreement document signed by the student's parents
- Visit the home of the Designated Caregiver prior to the student arriving, then subsequently twice a year, in order to meet with the caregiver and establish communication arrangements. This is to ensure that the accommodation is satisfactory for the needs of an International student.
- Assess the home and living conditions and determine that the environment will be safe and that the living conditions are acceptable.
- Determine that the Designated Caregiver's home is not a boarding establishment.
- Advise the Designated Caregiver of the frequency and nature of any visits and checks that the school is likely to undertake during the student's enrolment.
- Meet with each student living with a designated caregiver on a termly basis to interview them regarding their wellbeing and accommodation needs.
- Police vet all adults aged 18 and over who are living in the home.

As a Designated Caregiver, the student's parents have placed their child in your care. Long Bay College MUST be informed prior to any change in this arrangement.

The natural parents take full responsibility and accept the decisions made by you about the day to day requirements of their child and understand that Long Bay College will endeavour to provide care and welfare of their child whilst studying at Long Bay College. **Please follow the same guidelines as Homestays and advise the International Team if you wish to travel out of Auckland with your student**, so that the correct authorisation can be attained.

Should there be a concern about the welfare of your student, the school will consult the pastoral care staff within the school and will discuss the concern with you and the natural parents of the student. The school may also refer the matter to the New Zealand Police or any other appropriate welfare or outside agencies. **The school may relocate the student to an approved homestay if there are concerns or any issues cannot be resolved (in consultation with the natural parents).**

Section D - Emergency and Accident Procedures

This information section contains information about what you need to do in case of an accident or emergency involving your International student. Please keep it in a safe place.

Homestay parents and Designated Caregivers need to ensure that everyone who takes care of the International student is aware of these procedures.

Long Bay College's Responsibility

Long Bay College has responsibility for the International students in the case of emergencies and accidents during and outside the school hours when the student is in a Homestay / with a Designated Caregiver. **This means that Long Bay College should be contacted as soon as possible in these situations.** Long Bay College will help and support you and make sure that all appropriate procedures are followed.

What to do in an Emergency

In an emergency, act appropriately, e.g. remove the student from danger, apply first aid and call an ambulance.

Contact Jayne Jones, Head of International, Assistant Principal (027 4732555) or the Emergency number outside of working hours (0800 528437) as soon as possible.

Long Bay College is responsible for contacting the International student's parents in an emergency. You are NOT responsible for this; please do NOT make contact with them in the first instance nor with the agent. In an emergency or in case of an accident, contact with the International student's parents will be made by the Principal or the Head of International, Assistant Principal.

In case of Accident or Illness

If an International student is injured or unwell and your level of concern is high, take the student to the nearest Accident and Emergency Department or, if appropriate, dial 111 and ask for an ambulance.

Contact Jayne Jones, Head of International, Assistant Principal (027 4732555) or the Emergency number outside of working hours (0800 528437)

If your level of concern is low or moderate, take the student to your GP, or call Long Bay College for advice during the day.

For reference:

Insurance Details (Company, Policy no., Contact no.)	Medical Concerns	Allergies	Previous Illnesses

For all other queries, please contact Tian Yang, our Accommodation Coordinator, directly.

We hope you will enjoy your time with your International student.

Please remember: we are always available to support you.

APPENDIX:

A. Code of Practice.

Refer to the following link: <https://www2.nzqa.govt.nz/assets/Tertiary/The-Code/pastoral-care-code-of-practice-2021-english.pdf>



New World New Thinking NEW ZEALAND

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LONG BAY COLLEGE
Care, create, excel