



ONEHUNGA HIGH SCHOOL
INTERNATIONAL DEPARTMENT

HOST FAMILY INFORMATION GUIDE



May 2026

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1 CONTACT INFORMATION

ONEHUNGA HIGH SCHOOL INTERNATIONAL DEPARTMENT



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Director

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P 021 415 499 (available during office hours only)



CARLA ESCOBAR

Manager

E cescobar@ohs.school.nz

P 021 270 8477 (available during office hours only)



OHS Emergency Number

P 022 0211 410

Available Monday–Friday outside school hours,
and all day on Saturdays and Sundays.

For emergencies only — call if your international student is missing,
in danger, or their life is at risk.

2 FREQUENTLY ASKED QUESTIONS

<p>Absence from School (page 15)</p>	<p>If your student is unwell, please inform the school’s Attendance Officer before 9:00AM by either emailing attendance@ohs.school.nz, calling (09) 636 6006, ext. 8022 and leaving a message. Be sure to include the student’s full name so their absence can be correctly recorded.</p>
<p>Emergency Number (page 18)</p>	<p>In the event of a genuine emergency, outside of normal office hours, contact our 24/7 Homestay Emergency Phone on 022 0211 410.</p>
<p>Student Curfew (page 15)</p>	<p>All international students, regardless of age or length of stay, are expected to follow these curfew times:</p> <ul style="list-style-type: none"> ● Sunday to Thursday: Home by 6:00PM and stay in until 6:30AM ● Friday and Saturday: Home by 9:30PM and stay in until 6:30AM <p>Please note: Study tour students are not permitted to go out on their own at any time, so the curfew times above do not apply to them. For more information, see page 14.</p>
<p>Overnight Absence From Home (page 21)</p>	<p>Students must not be left overnight without adult supervision approved by Onehunga High School. If you will be away from home for one or more nights, please notify us at least two weeks in advance so we can arrange a temporary homestay for your student.</p>
<p>Alcohol, Drugs, Smoking & Vaping (page 20)</p>	<p>All students enrolled at Onehunga High School—regardless of age—have agreed not to consume alcohol, enter nightclubs, bars, or similar venues, use illegal drugs or mind-altering substances, or smoke cigarettes or vape. These rules apply for the entire duration of their enrolment.</p>
<p>Trips With Your Student (page 16)</p>	<p>If you are planning an overnight trip with your student, please let us know at least two weeks in advance so we can arrange parental consent. Students cannot travel without the school first receiving the trip details and permission from their natural parents.</p>
<p>School Uniform (page 17)</p>	<p>All students must come to school wearing the correct OHS school uniform. The only provider is The Uniform Shoppe, located at 3/726 Great South Rd, Penrose. All uniform costs are to be covered by the student.</p>
<p>Payment Information (page 26)</p>	<p>Payments are made fortnightly and cover the previous two weeks. If your student arrives part-way through a payment cycle, you’ll receive a partial payment for the number of nights they have been in your care during that fortnight.</p>
<p>Study Tour Students (page 14)</p>	<p>The requirements, rules, and accommodation fees for students who are part of a Study Tour are different from those for individual enrolments. Please refer to this section for full details.</p>

3 INTRODUCTION

3.1 ABOUT ONEHUNGA HIGH SCHOOL

Onehunga High School has been welcoming international students for over 30 years. We're proud to have supported thousands of students in having meaningful and enjoyable experiences while in New Zealand.

We offer a wide range of NCEA subjects and are well known for our outstanding Food and Hospitality programmes, Business School, and comprehensive ESOL and Performing Arts departments. Our campus also includes a Science Academy and a Construction and Building School.

We take pride in our dedicated and highly skilled teachers, and in our students — who are respectful, responsible, and committed to lifelong learning. Our friendly buddies (local students) are always ready to support new arrivals and help them integrate smoothly into school life.

3.2 ABOUT OUR STUDENTS

Each year, Onehunga High School welcomes a diverse group of international students from countries such as Japan, China, Germany, Taiwan, Thailand, Vietnam, Brazil, Mexico and more. These students are usually between 13 and 19 years old and may enrol for anything from a few weeks to several years.

Alongside individual students, we also host short-term study tour groups. These tours typically run for 1–2 weeks and are designed to give students an intensive experience of both high school life and Kiwi culture.

While both individual and study tour students share the same core requirements, there are some differences for study tour students—such as curfew times, meal expectations, transport arrangements, and the nightly hosting fee. Please refer to the Study Tours section on page 14 for further details.

3.3 WELCOMING AN INTERNATIONAL STUDENT INTO YOUR HOME

A warm and supportive homestay plays a key role in helping international students settle in, thrive at school, and make the most of their Kiwi experience. Hosting a student isn't just valuable for them — it can be incredibly rewarding for your whole family too.

Many host families find the experience eye-opening and enriching, gaining insights into different cultures, sharing traditions, and often forming meaningful, lifelong connections. It's a great opportunity for children in the household to learn about the world without leaving home, and for everyone to gain a deeper appreciation of their own culture through fresh eyes.

Our International Department is here to support both you and your student every step of the way. This guide is designed to help you feel confident in your role and know what to expect — and our students receive their own guide too, so everyone starts off on the same page.

Onehunga High School follows the Education (Pastoral Care of International Students) Code of Practice 2021, which outlines the standards of care and information that schools and host families must provide.

4 BECOMING A HOST FAMILY

4.1 SELECTION OF HOST FAMILIES

Our host families come in all shapes and sizes – single parents, families with children, couples, and retirees. We welcome applications from anyone in the local area who:

- is over 25 years old,
- speaks English at home,
- can pass a clear background check,
- has a clean, welcoming home with a spare furnished bedroom,
- has at least one caregiver with a full driver's license and access to a car,
- and is excited to share kiwi lifestyle and culture with an international student.

Before we can approve a host family, we must complete police vetting for everyone in the home aged 18 or older. We also carry out a home visit and inspection before placement and revisit the home at least once a year to ensure it continues to meet our standards.

4.2 MATCHING STUDENTS AND HOST FAMILIES

When new students apply, we carefully review their requirements, interests, and preferences to help match them with a host family whose lifestyle align well.

Our International Manager then selects the most suitable host family and gets in contact with them with the student's profile and enrolment dates.

Once the host family agrees to take the student, we share the family details with the student's agent who then will confirm the placement with the student's natural parents.

Families and students often start communicating before arrival via email, social media, or video calls to build a connection early on.

4.3 WHAT WE EXPECT FROM HOST FAMILIES

Below are the key responsibilities of host families.

- Provide a safe and friendly living and studying environment.
- Be welcoming, patient, and caring, while also setting appropriate boundaries.
- Provide day-to-day care. Look after the student in your home to the best of your ability and be aware of where they are at all times.
- Provide a private room that is safe, warm, clean, and well-maintained.
- Provide three daily meals and snacks. (Note: Our school offers free lunches for long-term international students after their first week of enrolment.)
- Include the student in everyday family life and take them sightseeing — e.g. having dinner together each night, planning weekend activities.
- Speak only English with other household members when the student is at home.

- Engage in regular conversation to support their confidence and fluency in English.
- Provide free Wi-Fi access.
- Provide airport transport and support the student in learning how to get to and from school.
- Notify the school when a student is absent due to sickness by emailing attendance@ohs.school.nz.
- Take the student to the doctor if they are unwell.
- Notify the school if there are any problems with the student — e.g. homesickness, misconduct, mental health issues, or other medical concerns.
- In a medical emergency, seek help immediately, then contact the school for further instructions and parental consent if needed.
- Notify the school in advance if the student plans to travel (parental permission must be obtained).
- Notify the school if you will be away from the home overnight or longer. You cannot leave the student in someone else’s care without school and parent permission, as required by the Education Code of Practice 2021.
- Inform the Onehunga High School International Department of any household changes — e.g. changes in family members or a move to a new address.

HOMESTAY FAMILIES ARE NOT EXPECTED TO:

- Offer accommodation to the student’s visiting friends or relatives. Please notify us if a student’s family has asked to stay at your house, and you feel uncomfortable with the request.
- Pay for specialty toiletry items such as special hair styling products, special face washes etc.
- Comply with unreasonable requests (please contact us if unsure).

ONEHUNGA HIGH SCHOOL PLACEMENT RULES:

- Students are not permitted to share a bedroom, except when hosting short-term Study Tour students.
- Students who speak the same first language will not be placed in the same homestay.
- Students of the opposite gender will not be placed in the same homestay.

Any breach of these placement rules by the host family may result in the immediate removal of the student from your home.

KEEPING US IN THE PICTURE:

You are welcome to host students from other schools—just let us know in advance. It can be unsettling for a new student to arrive and find unfamiliar people in the home they weren’t told about, and we’re also required to inform the student’s agent.

Please also keep us updated on any changes in your household circumstances, such as a change in marital status, new children, house guests, or pets.

5 WELCOMING AN INTERNATIONAL STUDENT INTO YOUR HOME

5.1 CONTACT BEFORE ARRIVAL

When we place a student in your home, their agent will send the student's family a brief profile of your household, including your email address. Expect the student and their family to contact you directly, once we have passed on your details to them. Please reply to them in a timely manner as they will be excited to hear from you.

It's a good idea to make contact with both the student and their parents. A short letter or email introducing yourself and your family members can help ease the student's anxiety and offer a familiar face when meeting at the airport. Sending occasional updates throughout the year to the parents is also appreciated.

However, please remember that any issues related to the student should be directed to us, so we can respond promptly and ensure the right support is provided. The correct communication path is:

Host family → Onehunga High School → Student's agent → Student's parents.

5.2 ARRIVAL DAY

Once we confirm a placement, we will then provide you with information about your student's arrival to New Zealand. Homestay families are expected to pick students up from the airport. An airport collection payment will be added for this service—please see the section 15 for more details. In some cases, an airport collection may not be required, your student may need to be collected from school, an orientation camp, or their NZ guardian may drop them directly to your home.

Students are not meant to arrive more than 5 days before their study start date and are meant to leave no more than 5 days after their study end date.

Collecting your student, providing a warm and friendly welcome makes your student feel at ease, a lot more welcome in your family and they greatly appreciate it.

Some students take a long time to clear customs, as they are not familiar with Auckland Airport, and may not have the best English. So please do not panic if your student seems to be taking a long time. Most students will take around 60 to 90 minutes to clear customs. However, some students can take up to 3 hours to clear customs and enter the arrivals area. If your student takes longer than 3 hours, please contact the manager, and we will make further enquiries as to your student's whereabouts.

Once you arrive home with your student, please text us to let us know they arrived to NZ safely and also help your student to contact their parents to reassure them that they have arrived safely at their new home.

5.3 INTRODUCING THE FAMILY

As soon as your student arrives, it's important to give them a warm and friendly welcome. Please make sure all members of the household are introduced to the student as soon as possible after their arrival.

5.4 INTRODUCTION TO HOUSE RULES AND DAILY ROUTINES

For a homestay experience to be truly successful, the student should be welcomed as a member of the family, rather than treated as a temporary guest. This means they should be shown the same kindness and respect as your own children—and be expected to follow the same reasonable rules.

It's important to familiarise your student with household rules and daily routines sometime during their first week. Keep in mind that most students will experience jet lag and possibly some culture shock upon arrival, so they might not absorb everything if you explain too much straight away. Wait a few days for them to settle in, then sit down together for a relaxed chat and go over the key things they need to know.

If your student has limited English, you can use a translation app such as Google Translate and have them write the rules in their own language to make sure everything is clearly understood.

Clear expectations from the beginning help avoid misunderstandings later. Be patient, as you'll likely need to repeat some instructions during the first few weeks. If any issues do arise, speak calmly and clearly with your student—letting them know what you expect in a kind and respectful way (e.g., making their bed in the morning).

If your student continues to struggle with rules after a few weeks, please reach out to us for support.

5.5 INITIAL TASKS

5.5.1 NZ MOBILE NUMBER

When students first arrive, please take them to a local mobile phone provider to purchase a New Zealand SIM card for their phone. Some students may need to pay to have their phone “unlocked” to work in New Zealand. All costs related to this are the student's responsibility.

Remember to save their new NZ phone number in your contacts.

5.5.2 HOP CARD

To help students navigate Auckland's public transport system, please assist them with understanding journey times, ticketing, and travel costs. You should also help them purchase an Auckland Transport HOP card, register it online, download the AT app to their phone, and show them how to top up the card.

5.5.3 OHS UNIFORM

All students will need to come to school wearing the correct OHS school uniform. Please take them to the uniform shop before their first day of classes (it's fine for them to wear mufti on orientation day) so they can purchase what they need. Students will also need a pair of black shoes. All uniform costs are to be covered by the student. For more details, please refer to the **School Uniform** section on page 17.

5.5.4 OPENING A NZ BANK ACCOUNT

Students staying long-term (over 6 months) will likely need to open a New Zealand bank account after a couple of weeks in the country. Before booking their appointment, please remind them to visit our office to collect a proof of address letter.

5.6 DEPARTURE DAY

Please ask your student for their flight details so you can plan their airport drop-off in advance. An airport drop-off payment will be added for this service—please see Section 15 for more information.

Before departure, ensure the student has cleaned and tidied their room. You are expected to inspect it—if you notice any damage, please inform us immediately before the student leaves, as we will be closing their account with us once they do.

Remind the student to pack their belongings ahead of time to avoid any delays and ensure they have all essential items, such as their passport, wallet, and phone.

We kindly ask that you assist your student at the check-in counter and walk them to the departure gate after they have completed check-in.

6 RESIDENTIAL CAREGIVER FACILITIES & SERVICES

This section outlines the basic facilities and supports your student will need. It's designed to make things clear and simple from the start, helping avoid any surprises or confusion—so you can focus on what really matters: building a warm, welcoming relationship with your student.

6.1 RESIDENTIAL CAREGIVER FACILITIES

6.1.1 THE STUDENT BEDROOM

Your student should be provided with their own room inside the house—preferably one where you can easily notice them coming and going. The room should be furnished with a bed, desk, chair, bin, and facilities for hanging and storing clothes.

If space is limited and it's not possible to fit a desk and chair in the room, please ensure there is a quiet, private space elsewhere in the house where the student can study and complete schoolwork.

Bed linen and towels should be provided. Some students find New Zealand weather quite cold, so it's helpful to have extra blankets available. Be sure to show your student where they can find these.

If you have more than one bedroom available, please allocate the larger room to long-term students, as they tend to have more belongings.

Please respect your student's need for privacy. If you have children or pets, make sure they don't enter the student's room uninvited or when the student is not at home.

Ask if your student has any electrical equipment and check it for voltage differences before allowing them to use it.

6.1.2 COMMON AREAS IN THE HOUSE

You must provide your student with access to the living room and other common areas.

6.1.3 HEATING & COOLING

Adequate heating should be provided in your student's room. The cost of this is included in the payment we make to you.

Please let your student know that in New Zealand not many houses have central heating, so they should wear jumpers, pants and socks over the winter months at home to help them keep warm.

Please also warn your student about the hazards of using electric blankets and heaters.

In the warmer months, please provide your student with a fan/ensure their room is not too warm.

6.1.4 INTERNET

Internet access and Wi-Fi are essential for a student studying abroad, and it is a requirement for our host families to provide both. We recommend having unlimited data or broadband. The cost of this service is included in the payment we make to you, and you may not ask your student to contribute towards the cost of the internet.

6.1.5 HOUSE KEYS AND SECURITY

Students should be provided with a front door key. Make sure to explain to your student how to lock up the house if they are the last ones to leave and emphasize that no doors or windows should be left open or unlocked when they leave home.

Remind them to take good care of the key. If the key is lost and you need to replace the key or locks, the student will be responsible for the cost of this.

If your home has a burglar alarm, please show the student how to use it and remind them not to share the alarm code with anyone else.

6.2 LAUNDRY, CLEANING & HYGIENE

6.2.1 LAUNDRY

Your student's bed linen and towels should be washed and changed at least every 2 weeks. The cost for this service is included in the payment you receive from us. While this depends on your normal laundry routine, we recommend two washing cycles per week over the summer months and one washing cycle per week for clothes over the winter months as a reasonable amount for each student.

It's helpful to provide your student with a laundry bag or basket in their bedroom, which you can collect regularly. Let them know which days you will collect their laundry. Make sure drying and ironing facilities are available and explain how to use them.

Be mindful of cultural differences and sensitivities. For example, some students may feel uncomfortable with you seeing their dirty laundry, so offering them a delicates bag to store their items can help. Additionally, some students might be used to washing small items in a bathroom sink and hanging them to dry in the bathroom or bedroom closet. If this occurs, kindly explain that this is unhygienic, and those items should be machine washed. Also, remind them to hang and air their clothes properly on a clothesline or drying rack.

6.2.2 SHOWER/BATH ACCESS

Your student should have free access to the bathroom just like the rest of the family, and should be able to take a daily shower or bath. If the bathroom is used by multiple people, it might be helpful to work out a rota to avoid any conflicts.

Ask your student to leave the bathroom clean and tidy after each use, and ensure they understand how to use all the bathroom facilities. You may need to explain what to do with used towels, such as putting them in the laundry or hanging them to dry before using them again.

Some students may not be familiar with the showers, baths, and toilets in New Zealand, so it may be necessary to provide a more detailed explanation. Additionally, some students may not realize that hot water can run out, so it's important to remind them to keep shower times under 10 minutes to ensure everyone has enough hot water.

6.2.3 UNDERSTANDING DIFFERENT ATTITUDES TO HYGIENE

Hygiene practices vary greatly across cultures, and what seems normal to us in New Zealand may be surprising to some students. For example, students from some countries may be shocked to find that pets are allowed in all areas of the house, including the kitchen.

Many cultures prefer showers over baths, as sitting in bath water may be viewed as unhygienic. In Japan, for instance, it is common to wash the body outside the bath first and only get into the bath to soak after rinsing off all soap.

Please ensure female students are informed about how to dispose of sanitary products, as they may be too shy or lack the vocabulary to ask.

As a host, you may notice habits or routines that seem unusual. If you observe anything related to your student's hygiene that concerns you, try to address it gently and respectfully. A kind, open conversation is usually the best approach.

However, if your student appears not to be managing their personal hygiene properly, it may be a sign of a deeper issue. Please notify us so we can follow up appropriately.

6.2.4 LIGHT CHORES

Some students may not be accustomed to tidying their own room, doing dishes, vacuuming their bedroom, or making their own beds. You may have to explain that they must now do these jobs for themselves, as most 'kiwi' children do.

6.3 CATERING REQUIREMENTS AND MEALTIMES

6.3.1 MEAL REQUIREMENTS

Your student is entitled to three nutritious meals per day, along with access to snacks, as part of the service you are being paid to provide. You must supply breakfast, lunch, and a substantial evening meal every day of the week, including weekends.

At our school, free lunches are available for local students. International students can receive these as well, but only after their first week of enrolment, as they must be added to the school lunch roll. Please provide a packed lunch for your student during their first week. After that, we recommend checking in with them to see if they're happy to have the school-provided lunch. If so, you will only need to send them to school with snacks.

We expect students to prepare their own breakfast, if they are capable. Please show them where to find breakfast items and explain if there are any special foods that are not for general use (e.g. due to allergies or dietary needs of someone in the household).

6.3.2 SHARING MEALTIMES/COOKING TOGETHER

Sharing meals is one of the easiest and most effective ways to connect with your student and build a strong relationship. Spending time together over a home-cooked meal helps your student feel welcomed and part of the household. It's also a great opportunity for them to practise their English in a relaxed, natural setting.

Another excellent way to include your student is by cooking or baking together. You might even invite them to prepare a dish from their home country to share with your family on occasion.

If you take your student out for lunch or dinner, it should be treated like a regular family meal and paid for by you. If your student chooses to dine out with their own friends, they are expected to cover the cost themselves.

Please ask your student to let you know well in advance if they will not be home for dinner. If this is the case, their curfew should still be followed. Set a clear time by which they must ring or text you if they will not require an evening meal.

6.3.3 SPECIAL DIETARY NEEDS

You are not expected to cater to any special diets unless we have advised you in advance. However, it's a good idea to check with your student if they have any dietary needs for medical or religious reasons. We also encourage students to let you know about any food preferences or dislikes. When your student first arrives, it can be helpful to take them grocery shopping so they can show you the types of food they enjoy.

6.3.4 SOME MEAL TIPS

- Rice is appreciated – Many students from Asia enjoy having rice served regularly.
- Keep sauces on hand – Soy sauce and chilli sauce are often welcome additions at the table.
- Offer cutlery options – Some students may not be familiar with using a knife and fork. A spoon and fork might be more comfortable for them.
- Provide water at meals – Many students are used to having something to drink with their meals, so it's helpful to have water available at the table.
- Understand different table manners – Your student's habits at the table may differ from your own. There's no right or wrong—just different customs—so try to be open and understanding.

- Visit the supermarket together – Taking your student shopping can help you learn what they like to eat. For example, if they don't eat fish, having an alternative on hand is thoughtful.
- Be clear about snacking – Students often buy extra snacks. While we've already told them not to eat or drink in bedrooms, please remind them of your own household rules too.
- Explain your kitchen routines – Let your student know what to do with their dishes after meals, as kitchen habits vary from home to home.

7 TRANSPORT & GETTING TO SCHOOL

Your student will be expected to come and go independently. However, please initially help them to find the quickest and cheapest routes to and from school and local amenities. We suggest doing a practice run with them before the first day of school, so they can confidentially use the correct transport.

On their first day it would be useful for students to know where to catch their bus, if required, or how to get to school on foot. Please help them by providing information on journey times, ticket systems and travel costs.

Please help your student understand how to travel to and from school safely and confidently.

- **Bus Practice:** Before school starts, do a trial run on the bus with your student. Show them the route and where to get on and off. If your student is walking to school, please show them the safest walking route.
- **Timetables:** Visit the Auckland Transport website together to look up bus times—this will help your student become more independent.
- **Bus Cards:** Students pay for their own transport, but they may need help getting an AT HOP card.

7.1 FIRST DAY AT SCHOOL

All students must be brought to the International Department by 9.00AM on their first day. This is a great opportunity to take the bus together if they'll be using public transport or walk together to school. We also recommend you collect them at the end of that day—they'll likely be tired and unfamiliar with the way home.

7.2 AIRPORT TRANSPORT ON HOLIDAY BREAK

If your student is travelling home during the school holidays, they may need help getting to or from the airport. Since some form of payment will continue while they are away, it's appreciated if you can drop them off or pick them up as a goodwill gesture. If you're not available, please support them in booking a shuttle or taxi service. The student will need to cover the cost of any transport service.

7.3 NO DRIVING RULE

International students at Onehunga High School are not permitted to own or drive any form of motorized vehicle (car, motorcycle, e-scooter etc). This is a strict rule for safety reasons. If you suspect your student has bought or is driving a car or motorcycle, please let us know immediately. See section 12 for more information.

8 STUDY TOURS REQUIREMENTS

Throughout the year, our school hosts short-term study tour groups. These groups typically consist of students from the same school or city who come for 1–2 weeks to experience New Zealand high school life and Kiwi culture. The goal is to provide an immersive, intensive experience, blending education with cultural exploration. Their key requirements are:

Nationality Restrictions: No other students of the same nationality should be hosted in the homestay. If you are hosting students from a different nationality, please inform us in advance so we can notify the agencies before confirming the placement.

Sleeping Arrangements: Students may share a bedroom, but they must have separate beds — e.g., two single beds, a bunk bed, or a trundle bed. Proper sofa beds are also acceptable, provided they are set up before the students arrive and are in a private room. Students may not be accommodated in shared spaces. Air mattresses, foldable camping beds, or mattresses placed directly on the floor are not acceptable.

Transportation: Host families must provide transport to and from school unless the student is within walking distance — this means less than a 20-minute walk and only if the weather is suitable. If students are walking, please walk the route with them at least once (both to and from school) and check that they feel confident doing it on their own. If taking the bus is the only option, the student must be always accompanied by a “bus buddy”. This can be anyone in the household who is able to do the full trip with them. In most cases, the accommodation fee includes transport — if so, families may need to cover the cost of HOP cards and bus fares.

Meals: Please provide three meals per day, including a packed lunch and snacks on school days. If the student chooses to eat out instead of having a provided meal, they must pay for it themselves. If the family decides to eat out, the family should cover the cost.

Full Family Inclusion: Students should be included in daily family life — having dinner together on school nights, engaging in conversations, and joining weekend activities.

Speak English at Home: Please speak only English while students are in your home. This is a key requirement from the foreign schools and agencies, as the main goal is for students to improve their English through immersion. If this rule is not followed, the agency may request that the student be moved to another homestay.

Sightseeing and Local Activities: Please make sure to take students out to explore local attractions and activities. For most, this is their only chance to experience the city. It doesn't have to be anything too elaborate — a walk in the park, a visit to a local farm, a beach picnic, and similar activities are perfect. If the weather isn't great, indoor options like shopping centres, libraries, arcades, or museums are also great alternatives.

Curfew: Study tour students must only go out with their host families and must return straight home after school. They are not allowed to go out alone or with friends.

Supervision and Safety: Students cannot be left home alone overnight or in the care of someone who hasn't been approved by our team as a caregiver. If you have plans, please bring the students with you. If that's not possible, they should not be left alone at home for more than 3 hours. Please explain where you're going, what time you'll be back, and go over safety expectations — such as not using the stove, answering the door to strangers, or using heaters unsupervised.

Sickness and Emergencies: If your student feels unwell, please text 021 2708 477 with their full name and a brief description of the issue. We will notify the group coordinator, who will contact the student to assess the situation. Do not give any medication or take the student to a doctor without the coordinator's prior approval. In case of an emergency, please call emergency services immediately, then contact the school's 24/7 emergency number at 022 0211 410. This number is available Monday to Friday outside school hours and all day on weekends. Please use it only for urgent situations, such as if the student is missing, in danger, or their life is at risk.

9 ESSENTIAL RULES FOR A SAFE HOMESTAY

It is crucial that all students adhere to the rules outlined in this section, and we expect every host family to uphold them to ensure the safety and wellbeing of our students. Consistent rules not only provide a fair and secure environment but also help prevent unfair comparisons between students.

Students have been informed about these rules and are aware that failure to follow them will result in serious consequences, including warnings, and if repeated, the termination of their programme with us.

We rely on your support to maintain consistency and to ensure our duty of care is met.

9.1 CURFEW

All international students, regardless of age or length of stay, are expected to follow these curfew times:

Sunday to Thursday	Home by 6:00 pm and stay in until 6:30 am
Friday and Saturday	Home by 9:30 pm and stay in until 6:30 am

If your student is trustworthy and requests to stay out later during the week for a valid reason, such as going to the gym or attending sports practice, you may grant them permission to return home slightly later than usual. However, weekend curfews should not be extended except for very special occasions, such as your student's birthday or a school ball. If you decide to extend the curfew for a special occasion, ensure you clearly communicate the new time your student needs to be home by. Additionally, make sure they have a safe plan for getting home.

Curfew extensions should only occur on rare occasions and must not become a regular practice. Any serious or repeated breaches of curfew should be immediately reported to the International Department.

9.2 USE OF DEVICES

Most students will bring a laptop with them to New Zealand, as it is essential for their schoolwork. Internet access is necessary for both staying in touch with their families and completing their studies.

We recommend setting clear expectations with your student about when devices such as laptops, phones, and tablets should be turned off, ideally by 10:00 PM. If needed, you may ask your student to hand over their devices at night or consider turning off the Wi-Fi.

If you have any concerns about your student's internet usage or feel they are spending excessive time on their devices, please contact the International Department.

9.3 GETTING TO SCHOOL ON TIME/ABSENCES

Students are expected to attend school every day. School hours are from 8:50 AM to 3:05 PM, Monday to Friday. While your student is responsible for getting themselves up and ready for school, your support is appreciated if they struggle to wake up or leave on time.

Absences are only excused for illness or exceptional circumstances. If your student is sick, please contact the school's attendance officer at 6366006, ext 8022, and leave a message. Be sure to provide the student's full name (not a nickname) so their record can be updated. A parent or guardian must leave the message—students cannot leave their own absence notice. Alternatively, you can send an email to the attendance office at attendance@ohs.school.nz.

If your student is absent for more than two consecutive days, they will need to see a doctor and provide a medical certificate.

International students must maintain a 100% attendance rate as a condition of their visa. Encourage your student to attend school unless they are genuinely too unwell to do so. Tiredness is not an acceptable reason to stay home. Poor attendance can impact their academic success and may result in a letter sent to their overseas family. In cases of serious or unexplained absences, this could lead to a warning letter or a visa review.

9.4 HOMEWORK AND PARENT TEACHER MEETINGS

It is helpful to ask your student if they need any help with their homework and to ask if they are coping with the amount and type of homework that is set. It is unlikely that they have no homework. Even if no assignments are due, there is always revision of work, reading an English book, making lists of new vocabulary, and working on self-study for grammar. If your student is to succeed, they must have a balance between study life and social life. You may need to talk about this together and decide on some rules.

We have three-way conversations and parent/teacher evenings at Onehunga High School. As their host parents, it is up to you if you want to attend these meetings or not.

9.5 HOLIDAYS AND TRAVEL

If your student plans to go home for the school holidays or to stay somewhere other than your home, the school must be informed. The student must complete the required documentation which they can obtain from the International Department. The school will then confirm the arrangements with the student's agent/parents. Please do not enter into agreements with them without us being informed well in advance.

Please be advised that no student should travel unaccompanied overnight at any time, even if aged 18 years or older. Students must be supervised by an adult every evening and under no circumstances should students travel with other students unaccompanied by an adult.

Students are not allowed to sleep away from the homestay unless permission is given in advance by our international department. Permission may be granted in the following cases:

9.5.1 TRAVELLING WITH YOUR STUDENT

If you are planning an overnight trip and would like your student to come along, please complete the form below at least two weeks in advance. We will send the trip details to the student's agent, who will contact their natural parents for approval. We will confirm with you once the trip has been officially authorised.

Parental Consent Request Form: <https://forms.gle/nHaprN4CJ6owL6FH7>

9.5.2 STUDENT TRAVELLING WITHOUT THEIR HOST FAMILY

Students are not permitted to travel by themselves or with friends outside of Auckland City. Students are permitted to travel outside of Auckland City if:

- They are travelling with a relative or close family friend.
- They are travelling with an approved tour company (NZET and Kiwiana are our only approved tour companies). These must be tours designed for high school students and include appropriate supervision.

If your student is thinking about travelling outside of Auckland City, please tell them that they must see us before making any bookings. Students natural parent permission is required in all circumstances. The International Department requires at least 2 weeks-notice of all planned student travel.

If your student books a trip without permission from Onehunga High School International Department, we cannot be held responsible for any lost payments or cancellation charges incurred.

9.5.3 STAYING THE NIGHT AT A FRIEND'S HOUSE

Students are not permitted to stay overnight with local friends, as their families have not been police vetted or approved as part of our homestay programme. However, sleepovers may be allowed between international

students from Onehunga High School, provided both homestay families give their consent, and the proper process is followed.

First, please confirm that the other homestay family is fully aware of the plan and has given their approval. Then, complete the Parental Consent Form Below with all required details at least one week in advance, so that we can send the request to the student's agent. The agent will then contact the natural parents for permission. You will receive a confirmation email from the International Department once the sleepover has been officially approved.

Please do not allow your student to spend the night at another house—especially at short notice—without this approval. Likewise, do not host another international student overnight unless we have contacted you and provided written confirmation.

Parental Consent Request Form: <https://forms.gle/nHaprN4CJ6owL6FH7>

10 ONEHUNGA HIGH SCHOOL INFORMATION

10.1 YOUR STUDENT FIRST DAY OF SCHOOL

Students must be at school by 9.00 AM on the first day of term, unless we specify otherwise. Below is a brief outline of what their first day will look like.

- Meet Key Staff: Students will meet the International Director, International Manager, Receptionist, and staff from the Student Office.
- Orientation Assembly: Students will go over the International Student Information Booklet and learn about school systems, expected behaviour, homestay and school rules (including curfews and travel restrictions), and receive a guided school tour. We'll also confirm subject selection.
- Booklet: Each student receives a printed booklet with all the key information. Please take a moment at the end of their first week to chat with your student and check if they need anything clarified.
- Lunch Break: Please ensure your student brings lunch, snacks, and a refillable water bottle.
- Meet Their Buddies: Each student will be paired with a buddy to help them adjust during their first week.

Week 1: Students will follow their buddy's timetable and attend classes together.

Week 2: Students will begin following their own timetable and start ordering school lunches.

If your student is not arriving at the start of a term, we'll inform you of the correct day to bring them to school.

10.2 SCHOOL UNIFORM

Onehunga High School has high expectations for students to wear their uniform correctly and with pride. All uniform rules will be reviewed with students during orientation, and they are also outlined in the student information booklet. Please check the following link for helpful images showing how the uniform should look for juniors and seniors, as well as the correct footwear: [OHS Uniform Guide](#)

- Hair must be of a natural colour and no extreme fashions
- No cosmetics to be worn
- Young men must be clean shaven
- Any non-uniform garments worn beneath the school uniform must NOT be visible at the neck, sleeves, waist, or beneath shorts or skirts.

- All uniform items must be clearly labelled with the student’s name
- The school will not be responsible for any non-uniform items which are confiscated

From 1st December 2025 Onehunga High School will be changing uniform suppliers to The Uniform Shoppe, 3/726 Great South Rd, Penrose. They will be open, as per the below hours, until 18th December reopening on 10th January 2026.

- Tuesday, Wednesday, Thursday: 2:30 pm – 5:30 pm
- Saturday: 9:30 am – 1:00 pm

10.3 SCHOOL BELL TIMES

Punctuality is important. If your student arrives late to school—after the 8:50am bell on Monday, Tuesday, Wednesday, or Friday, or after 9:10am on Thursday—they must go directly to the Student Centre to sign in.

All unexplained lateness will be followed up by the Attendance Officer and managed according to Onehunga High School’s attendance policy.

For more information, visit: <https://www.ohs.school.nz/general-information/attendance>

11 MEDICAL, WELFARE AND SAFETY

11.1 24/7 EMERGENCY NUMBER

The International Department has a 24-hour homestay emergency contact number, for use by students, or by host families, in the event of a genuine emergency.

You must add the number to your contacts: 022 0211 410

Available Monday–Friday outside school hours, and all day on Saturday and Sunday.

Please use for emergencies only. Call if your international student is missing, in danger, or their life is at risk.

We kindly ask that you respect our staff members’ personal time with their families and friends. The emergency phone should only be used for situations of genuine urgency that cannot reasonably wait until normal operating hours. Please do not use the emergency line for last-minute requests or general questions.

11.2 CRITICAL INCIDENT PROCEDURE

The following is what should do in the case of an accident or emergency involving your international student. We advise taking a photo of this page on your phone or storing this booklet somewhere where this advice and the other information provided within is easily accessible.

A critical incident is an unexpected event where there is a threat to the life/health or safety of your student. It includes serious illness or accident and any other situation where you have grave concern for the student’s safety or wellbeing.

If an emergency arises, firstly make sure your student is safe, if needed contact the emergency services or your doctor, as they will be of greater assistance in the first instance. Please then call the schools 24/7 emergency number.

When it is a genuine emergency, if for some reason, you cannot get hold of someone on the 24/7 emergency phone number, you can call the International Director, Nicole Grace on 021 415 499 or the International Manager, Carla Escobar on 021 270 8477.

PLEASE NOTE THAT ONEHUNGA HIGH SCHOOL IS RESPONSIBLE FOR INFORMING THE STUDENT'S NATURAL PARENTS. PLEASE DO NOT CONTACT THEM. INFORM THE SCHOOL FIRST AND WE WILL NOTIFY THE PARENTS OF WHAT HAS HAPPENED.

Other useful numbers to add to your contacts are NZ Emergency Services on 111, Police (non-emergency) on 105, the 24-hour Mental Health Crisis Line on 0800 505 050, Student Counselling/Talk Line on 1737, Lifeline on 0800 543 354 and Ezispeak Voice or Video Translation Service on 0800 453 771.

ALL COMMUNICATION THAT COMES TO YOU MUST BE REFERRED TO THE INTERNATIONAL DEPARTMENT. DO NOT PASS ON ANY INFORMATION TO ANY OTHER PERSONS, OR TO THE MEDIA. WE WILL UPDATE YOU REGULARLY AND INFORM YOU OF HOW YOU CAN SUPPORT THE STUDENT, THEIR FAMILY AND THE SCHOOL.

If your student has any known medical conditions or allergies, you should make note of these in an easily accessible place, in case they need to be provided to any external services should an emergency arise.

11.3 ACTION IN THE EVENT OF A NON-EMERGENCY ILLNESS OR ACCIDENT

If your student experiences a non-emergency illness or accident, please arrange for them to see a doctor and notify the International Department as soon as possible.

You may take them to your own family doctor, or you are welcome to use one of the clinics listed below:

The Doctors Onehunga
73 Church Street, Onehunga, Auckland
www.thedoctors.co.nz/the-doctors-onehunga

Three Kings Clinic
536 Mt Albert Road, Three Kings, Auckland
www.threekings.co.nz

Please also ensure that any visit to the doctor is followed by a medical certificate if the student will be absent from school for more than two days.

11.4 STUDENT MEDICAL INSURANCE

It is a condition of a New Zealand student visa that all students have adequate accident and medical insurance. The school arranges some student's medical insurance and can help deal with any claims they need to make, while others arrange their own and will have to make claims through their parents or agent.

Please make sure students keep all doctors notes and receipts and prescription medication receipts so they can claim back through their insurance. They will need to come to the International Department office to claim back their money if we have arranged their insurance, otherwise they will need to contact their agent or parents to make a claim. If any medicine is prescribed, make sure dosage instructions are understood, and the medicine is kept in a safe place.

International students are covered by ACC if they have an accident whilst in New Zealand.

11.5 DENTAL TREATMENT

If a student needs a dentist, it is usual to send them to the dentist used by your household. You should tell your student that they will be expected to pay for treatment, and that they should establish the cost and extent of treatment in advance. Only emergency dental work may be covered by insurance.

11.6 SAFETY IN THE HOME

Please explain to your student details of any special safety rules you have in your household. If you have small children, make sure that your student is aware of the need to keep pills, dangerous items, and breakables out of their reach.

Use of electrical equipment and any room heaters, electric blankets etc. should be explained carefully, as should fire precautions. We would also recommend the installation of smoke alarms if you do not already have them.

11.7 INITIAL SAFETY CHECKLIST FOR STUDENTS

When students are new to a city, it can be easy to get lost. We have compiled a simple checklist to help you help them to stay safe. Before your student goes out and about on their own for the first time, please go through the following with them.

- Write down your address and telephone number or add it to their contacts in their mobile phone.
- Write down the location and number of the nearest bus stop to your home and make sure they know the relevant bus numbers going to and from school/local amenities.
- Make sure they have a house key and they put it in a safe place.
- Make sure they tell you where they are going and what time they will be home.

11.8 TRANSPORT

Bicycles and Skates: If your student would like to ride a bike or skate to school, please make sure they are aware of New Zealand laws regarding helmet use and road safety. Wearing a helmet is compulsory. Please also remind your student that riding bikes or skateboarding on school grounds is not allowed.

Motor Vehicles: International students are not allowed to own or drive a car or any other motorised vehicle under any circumstances. If a student is found driving, their enrolment may be terminated, and they could be sent home at their own cost. If you suspect your student is driving, you must contact us immediately.

Please also ensure that your student does not travel in a car unless the driver has a full New Zealand licence, as per NZ legal requirements.

Electric Scooters: Students enrolled at Onehunga High School are not permitted to use electric scooters at any time during their enrolment.

Ubers and Taxis: Ubers and taxis are considered safe in New Zealand and can be used when necessary—particularly if your student is out after dark and requires a safe way to get home.

11.9 ALCOHOL, SMOKING, AND SUBSTANCE USE

As part of the contract of enrolment, all international students at Onehunga High School—regardless of age—have agreed not to possess, purchase, sell, distribute, or consume alcohol, illegal drugs, or mind-altering substances. They are also not permitted to smoke cigarettes, vape, or enter nightclubs, bars, or similar venues. These conditions apply for the entire duration of their enrolment.

If you suspect that your student has breached any of these conditions, please notify the International Department immediately.

11.10 HOST FAMILY ABSENCE AND STUDENT SUPERVISION PROTOCOL

To ensure the safety and wellbeing of our international students, Onehunga High School has clear guidelines for situations when a host family is temporarily unable to provide supervision. Please read the following sections carefully

11.10.1 WHEN YOU'RE NOT HOME FOR A MEAL

If the host family will be away for a meal, please make alternative arrangements to ensure your student is properly fed. Students should not be left to manage meals alone, particularly during dinner time.

11.10.2 OVERNIGHT ABSENCE FROM THE HOME

Students must not stay overnight in any residence or apartment without adult supervision, regardless of their age.

If you plan to be away overnight, your student cannot be left in the care of a family member (such as a parent, sibling, or adult child) or a friend without prior approval from Onehunga High School.

Please notify us at least one week in advance so we can review and approve any alternative arrangements and gain the students natural parents' permission.

11.10.3 TRAVELLING WITHOUT YOUR STUDENT

If it's not possible to take your student on a trip you're planning, please let us know at least two weeks in advance so we can arrange a temporary placement during your absence. Under no circumstances may a student remain at home unsupervised.

We will organise temporary accommodation with one of our approved homestay families. All temporary placements must be police vetted, reference checked and approved by both the International Department and the student's natural parents.

Please note that during the period your student is in temporary accommodation, homestay payments will be made to the temporary host family rather than your household.

11.11 CHANGE OF CIRCUMSTANCES

Please inform us as soon as possible if there are any changes to your household or contact details. This includes updates to phone numbers, addresses, occupations, or the addition of anyone aged 18 or over living in your home.

Most importantly, if anyone aged 18 or older moves into your home—even for a short stay—you must notify us immediately. This is a requirement under the Code of Practice and is essential to ensure the ongoing safety and wellbeing of our students.

If you are planning to move house, please let us know in advance so we can update the student's family. Once you are settled, a visit to your new home will be arranged.

12 UNDERSTANDING AND OVERCOMING CULTURAL DIFFERENCES

12.1 AVOIDING CULTURAL MISUNDERSTANDINGS

For many students, this may be their first time away from home. They'll come from different backgrounds and have their own ideas about family life, so it's natural that some things may feel unfamiliar or awkward.

As a homestay, it's helpful to be aware of cultural differences, as misunderstandings can happen. For instance, some students might not use the same polite phrases we're used to, like "please" or "thank you." A student saying "give me the salt" at the table might not be being rude – they could simply be unfamiliar with the subtleties of polite English expressions or not have the words. Similarly, body language and tone can vary across cultures. Some students may sound abrupt when they don't mean to, as English intonation can be tricky for them.

Another thing to keep in mind is that students might not understand our Kiwi sense of humour – things like sarcasm or dry wit can come across as unfriendly to someone who's still learning English or adjusting to New Zealand culture. They may also feel uncomfortable or isolated by unfamiliar foods, routines, or ways of doing things.

The best way to help your student settle in is by being patient and understanding. Gently explaining how things work in your home and making them feel comfortable asking questions will go a long way in easing any discomfort. Over time, they'll adjust, and these small bumps will become less frequent.

12.2 DEALING WITH HOMESICKNESS

Students who are far from home may experience feelings of homesickness or culture shock. This is common when adapting to a new culture, as everything – including language – feels unfamiliar. Initially, students may be excited and eager to experience their new environment, but as the reality of cultural differences sets in, they may begin to feel overwhelmed or miss their family, friends, and familiar surroundings.

Culture shock can show up in various ways, such as confusion, withdrawal, tiredness, or anxiety. The best way to support a homesick student is by creating a warm, welcoming environment where they feel safe and supported. This can ease the transition and help them overcome those early challenges.

Most students adjust over time, but as they approach the end of their stay, they may also feel a sense of sadness and loss. This is completely normal. However, if a student continues to struggle with homesickness, it's important to address it early.

If you notice a student struggling, don't hesitate to contact the school for guidance. Encourage your student to talk about home and show you pictures of their family. For quieter students, try to anticipate their needs, as they may be too shy to ask for help. Offering a space to share their feelings can make a big difference in their adjustment.

12.3 HELPING STUDENTS TO PRACTICE ENGLISH

Conversation is key to helping your student improve their English and get used to New Zealand life. Taking time each day for casual conversations will give them the opportunity to practice speaking and help them learn more about Kiwi culture. To make the process smoother for both of you, here are a few tips that can help:

1. **Speak Slowly and Clearly:** When talking, use simple and clear language. Avoid slang or complex phrases at first, as it might confuse your student.
2. **Give Things in Writing:** If you give your student instructions or important information, write it down. This way, they can refer to it later, and it'll help reduce confusion. For example, when explaining routines, list them so your student can follow along without needing constant repetition.
3. **It's Okay to Use Translation Tools:** Especially in the beginning, it's perfectly fine for students to use translation tools or apps to help them understand and express themselves. These tools can ease the language barrier, making it less stressful for the student and allowing for smoother conversations.
4. **Use Visual Aids:** Sometimes showing is better than telling. Use gestures, images, or objects to explain new words or concepts. This can help them understand things more easily.

5. **Learn Together:** Ask your student how to say certain things in their own language. This creates an opportunity for mutual learning and helps with cultural exchange. It also encourages them to make connections between English and their native language, which will help with their language development as they learn through association.
6. **Incorporate Fun Activities:** Playing board games, cooking together, or watching movies with English subtitles are great ways for students to practice their language skills in a more relaxed setting.
7. **Be Patient and Positive:** Understand that students might feel overwhelmed initially. Offer plenty of encouragement, and praise their efforts, no matter how small. This will help them feel more confident to continue practicing.

12.4 RELIGIOUS PRACTICES AND BELIEFS

For many of our students, religion is not just a set of beliefs—it can shape their entire way of life. In a new country, religious practices may offer comfort, structure, and a sense of identity. As hosts, it's important to approach students' beliefs with openness, respect, and sensitivity. If a student wishes to continue practicing their faith, we're happy to help connect them with a local place of worship or community group.

At the same time, please keep in mind that for other students, religion may not have played any role in their upbringing. For some, seeing others attend church, take part in Bible study, or follow food restrictions for religious reasons may feel confusing or unfamiliar.

We ask that you kindly explain your own practices with patience and avoid making assumptions. Always check with your student before inviting them to participate in any religious activity your family engages in. Ask gently and reassure them there's no pressure to take part. If they prefer not to join, that's completely fine.

The goal is to make students feel welcomed, safe, and included—regardless of their personal beliefs or background. Respecting each other's differences is an important part of cultural exchange and makes for a richer homestay experience for everyone.

12.5 PERSONAL RELATIONSHIPS

International students may encounter very different social norms around relationships, gender roles, and physical boundaries compared to what they're used to at home. For example, some students may find public displays of affection surprising or even uncomfortable, while others may feel that New Zealanders seem distant or emotionally reserved.

Cultural differences can also affect communication styles. Male students from certain countries may not be used to taking direction from women, while female students may be hesitant to speak up or raise concerns out of fear it will be seen as disrespectful.

As hosts, it's important to approach these differences with patience, empathy, and an open mind. Rather than taking a student's reactions personally, try to understand where they may be coming from. Encourage respectful communication and model the kinds of healthy interactions you hope to see—whether that's how to ask for help, express gratitude, or set boundaries politely. If something feels off, awkward, or concerning, don't ignore it—gently raise it and ask your student how they're feeling. Often, a simple conversation can clear up misunderstandings and build mutual trust.

13 DEALING WITH ISSUES

13.1 REGULAR CHECK-INS

We regularly meet with each student to check on their wellbeing. We ask how they're feeling being away from home, how school and classes are going, if they've made friends, and how things are in the homestay. This includes whether they feel comfortable in their room and what kinds of activities you've done together.

We also visit each homestay at least once a year to check the student's room and ensure everything is going well. If any concerns come up during these meetings or visits, the school will follow up and work with you to resolve them.

13.2 LOCAL GUARDIAN

Most students will have a local guardian here in New Zealand, arranged by their agency. This is someone who lives locally, speaks the student's language, and helps support them while they're here. Guardians will check in regularly with the student and let us know if there are any concerns about school or homestay life. Some guardians may also assist with day-to-day tasks, help them settle in, or plan outings and activities.

Some guardians may contact you directly to introduce themselves and let you know what kind of services they will provide for the student. Other guardians may not contact you at all and will communicate via our department instead.

13.3 SCHOOL COUNSELLOR

The school has a counsellor available for students who are having any problems. If you feel your student needs to discuss matters with an 'impartial' person, once again, let us know and we can assist.

13.4 HOMESTAY CHANGES & TRANSFER

At Onehunga High School, we place students in homestays with the expectation that the arrangement will last for the agreed duration. However, sometimes issues arise that may require a student to be moved to a new homestay. If a problem occurs, the school and guardian will work closely with both the homestay and the student to resolve the issue.

Students are encouraged to discuss any concerns directly with their homestay, guardian, or international staff. However, some students may feel uncomfortable voicing minor issues, fearing it could be seen as disrespectful. In such cases, they may opt to request a homestay change rather than address the issue directly. If a resolution can't be reached after discussing the matter, we may need to find an alternative placement.

While most placements are successful, there may be occasions when a student requests a transfer due to incompatibility with the host family. These situations may arise for reasons beyond your control, and we ask that you do not take them personally.

If a homestay change is necessary, we will provide at least two weeks' notice to the host family and will do our best to ensure a smooth transition. The exception to this, is if you are hosting study tour students, if a transfer is needed, no notice is required to be given to the host families.

If you need to request a transfer, we also require two weeks' notice to arrange a suitable new placement.

PLEASE NOTE: In cases where a student's health or wellbeing is at risk, we reserve the right to move the student immediately, without prior notice.

13.5 DAMAGE TO HOMESTAY PROPERTY

If any property or personal items belonging to either the homestay family or the student are damaged, please notify the school immediately. The student's agent or parents will be contacted, and the school will act as a mediator to resolve the issue on a case-by-case basis.

Before the student leaves, please check the room for any damages, as these must be reported prior to their departure. Fair wear and tear should not be charged to the student, but they may be expected to pay for any damage caused by carelessness.

We recommend checking your insurance policy to ensure it covers any accidents or damages caused by an international student. Please note, Onehunga High School cannot accept liability for damage to your property caused by the student. It is your responsibility to ensure your insurance policy covers accidental damage caused by the student, as this is not covered by the student's insurance policy.

Additionally, the student's insurance arranged by Onehunga High School does not cover theft of their belongings in your home. You must ensure your insurance policy includes coverage for their belongings in case of theft.

13.6 CANCELLATION BY STUDENTS

On rare occasions your student may cancel their booking with us, and in turn their accommodation with you. If this does happen, we will make every effort to find a replacement student for you, but we cannot guarantee a replacement student. Please note that in such circumstances Onehunga High School cannot accept any liability for any financial impact this will have on you.

13.7 CANCELLATION BY HOST FAMILY

We understand that sometimes circumstances change, and you may need to cancel your student placement. We ask for at least two weeks' notice when possible. This helps us to make the necessary arrangements and notify the agent and student with enough time to adjust accommodation plans.

13.8 CONTACTING THE OFFICE

When reaching out to the International Department, please remember that we're not always at our desks. We may be visiting a homestay, addressing a student matter, or in a staff meeting. If we're unable to answer the phone, please leave a detailed message, and we'll return your call as soon as we can. Alternatively, feel free to send us an email with your question or concern.

13.9 DEALING WITH PROBLEMS TOGETHER

While most students settle in smoothly, there may be times when challenges arise. The International staff are experienced in handling a variety of situations that you may not have encountered before. If you notice your student struggling—whether it's with homesickness, adjusting to life here, misbehaving, isolating themselves, not following house rules, or experiencing stress or illness—please don't hesitate to reach out.

14 MONEY MATTERS

14.1 MAKING PAYMENTS TO YOU

14.1.1 ACCOMODATION FEE

The accommodation fee for hosting Individual Students (single placements) is \$360 per week.

Payments are made fortnightly and cover the previous two weeks. If your student arrives part-way through a payment cycle, you'll receive a partial payment for the number of nights they have been in your care during that fortnight.

For students coming as part of a Study Tours (double placements), the accommodation fee will depend on the length of their stay and their specific requirements (e.g., transport, sightseeing activities, etc.). Once we have confirmation of the groups coming for the term, we will provide the exact payment information.

All payments are processed by Onehunga High School and paid via direct credit to the bank account provided by the homestay family. No cash or direct payments should be exchanged between the student and the host family.

We submit payment details to the accounts team one week in advance. If your bank account details change or a last-minute placement is made, the update will be reflected in the following payment cycle.

Please be aware that we are not responsible for any costs that arise due to delays in payment that are outside of our control.

14.1.2 HOLDING FEES

If a student is away during the school year, you will be paid as normal. A holding fee of \$10 per night will be paid instead of the regular homestay payment during the summer holiday period (November, December, January)—\$10 per night will be paid from the day the student leaves until the day they return.

14.1.3 AIRPORT PICK-UP AND DROP-OFF ALLOWANCE

Host families are expected to pick up and drop off their students at the airport. To support this, a one-off airport collection payment of \$75 is provided for new students only. When your student departs New Zealand for good, the airport drop-off payment will also be \$75. These payments will be included in your regular fortnightly homestay payment.

We do not make airport collection or drop-off payments for students who travel overseas temporarily. E.g. when students travel home during term breaks or over the summer months.

14.2 TAX IMPLICATIONS

Providing accommodation in your home may be considered taxable income. Please contact the Inland Revenue Department for more information.

14.3 STUDENT'S MONEY

Students are responsible for managing their own spending money and covering personal expenses such as travel, entertainment, and specialty toiletries. Host families are expected to provide basic toiletries like standard shampoo and conditioner, soap, toothpaste, and toilet paper.

We recommend that students staying for several months open a New Zealand bank account. Students should not keep large amounts of cash in their rooms or carry it with them. Please help reinforce this message at home. We also advise against lending money to students, as this can lead to misunderstandings.

15 SETTLING IN CHECKLIST

Creating a warm and welcoming arrival is an important part of helping your student settle in. The checklist below is here to help you get started on what we hope will be a fun, rewarding, and culturally enriching experience for both your family and your student.

THE DAY BEFORE YOUR STUDENT ARRIVES

- Make sure the student bedroom is clean and has all the required furnishings.
- Ensure other common areas in the house are also clean and tidy. Arriving to a messy home — especially one with cobwebs inside — can be a surprise for some students and affect their first impression.

DAY ONE

- Collect your student from airport, school or orientation camp as advised.
- Text Onehunga High School to let us know your student has arrived safely and is with you.
- Help your student access the home's wi-fi network.
- Help your student contact their parents to let them know they have safely arrived.
- Show the student around your home and introduce them to the other family members.
- Depending on the arrival time, check what your student wants to do for the day e.g. they may just want a shower and a nap, or they may want to go and explore the local area.
- Let the student know where they can find towels and extra blankets to use if they get cold.
- Check any electrical equipment they plan to use for voltage differences, and let your student know to flip the power switch to off when the electrical equipment isn't in use. We recommend having a multi country power adaptor on hand to loan to your student, in case they forget to bring one to New Zealand with them. Once they have purchased their own one, they can return yours.
- Give your student a house key.
- Make sure your student has your phone number and address in their phone or written down and they know how to contact you.

DAYS TWO TO FIVE

- Help your student purchase their OHS uniform.
- Help your student purchase correct school shoes.
- Help your student purchase a NZ SIM card for their mobile phone and add their new NZ number to your contacts.
- Help your student purchase an AT Hop card and register it online.
- Do a practice run with the student on the transport route they will take to school.
- Take your student grocery shopping, so they can identify foods they like.
- Show your student where and how to get cash out of an ATM and explain that they should not carry more than \$100 on them at a time.
- Go over your house rules and the school curfew times with your student.
- Go over the house safety rules e.g. do not leave heaters or electric blankets on, items they will need to keep out of reach of your children (if applicable) etc.

- Show your student how to get into the house and what to do if they are the last to leave the house e.g. check all exterior doors are locked, windows are closed, and any alarm is activated/de-activated.
- Show your student where to put their dirty laundry/used towels and let them know what day/s it will be washed.
- Show your student how they can make breakfast/lunch for school and where things are in the kitchen.
- Let your student know if there are any light chores they will need to do e.g. keeping their bedroom clean, helping do the dishes after meals, setting the table etc. They may not have done chores in their homes before, so you may need to help them with the chores the first few times they do them.

DAYS SIX TO FOURTEEN

- Take your student on a family outing somewhere in Auckland.
- Cook a meal or do some baking with your student.
- Ask if there are any house rules or school rules (things in the school's student information booklet) that they do not understand and explain further if necessary.
- Help your student to open a New Zealand bank account (if they will be in NZ for more than 6 months)

DAYS FIFTEEN ONWARDS

- Check how your student feels - are they homesick, have they settled into your home, have they made friends at school, do they need help with anything etc.
- Invite your student along to any activities or outings your family take e.g. a trip to the beach, park or to dinner and a movie.
- If your student has missed out on joining a school sports team or club, help them sign up for one in your local area.