



# TE PAEPAE O AOTEA

*Kia eke atu ki Taupaenui o te tangata*  
People reaching their full potential



# Homestay

CAREGIVERS BOOKLET

# Contacts



## Physical Address

Te Paepae o Aotea, 13 Camberwell Road, Hāwera 4610, New Zealand

## Postal Address

Te Paepae o Aotea, PO Box 135, Hāwera 4610, New Zealand

## Contact for School Matters

### International Student Pastoral Lead

Yolandi Coetzer

Email [international@tepaepaeoaotea.school.nz](mailto:international@tepaepaeoaotea.school.nz)

Mobile 027 484 8477

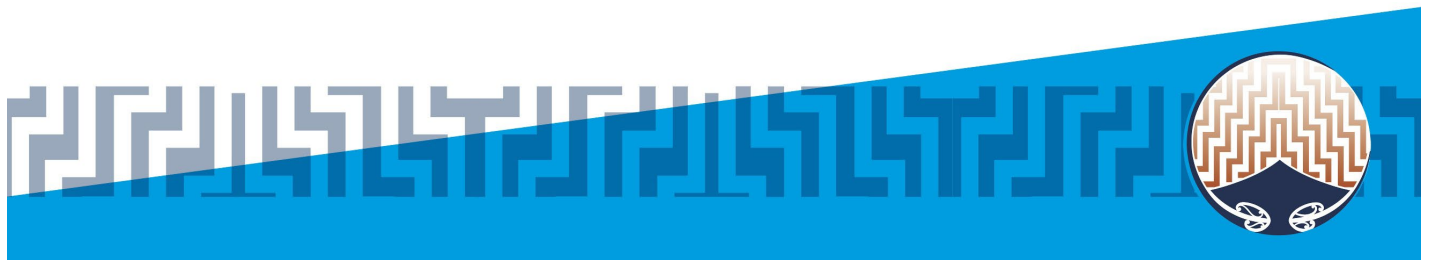
### International Administrators/Homestay Coordinators

Clare Baylis/Jan Roberts

Email [international@tepaepaeoaotea.school.nz](mailto:international@tepaepaeoaotea.school.nz)

Mobile 027 484 8477

*We are here to support you any questions please just ask.*



# Your Role As A Homestay Caregiver

International students come to New Zealand for a variety of reasons, but by far the majority come to either learn or improve their English. Others come to obtain qualifications, which will enable them to gain entry to either a university or a polytechnic. Some come because their family wants them to, others because they value our clean, unpolluted environment and others because they want another cultural experience. It is important that you determine why your student has come, as it will shape their attitude to school and personal life

Te Paepae o Aotea has three different categories of International Students that we host. Please see below.

## International Fee-Paying Students

These students pay a Tuition fee to study at Te Paepae o Aotea as well as paying \$350.00 per week for their homestay. This homestay fee includes:

- A private bedroom with a bed, bedding, desk, chair and lamp
- All meals
- General utilities and support

If a student has **special dietary requirements**, an additional **\$15 per week** may be added. Te Paepae o Aotea currently does **not accommodate students with vegan diets**.

## International Exchange Students

These students are classed as domestic students on our school role.

## International Short Stay Students

These students are here as part of a group, which can vary from 6 to 30 students. Sometimes there can be an opportunity to host two students.

Those whose focus is English often choose to live in homestay accommodation because this way they will learn English faster and gain some understanding of New Zealand culture and customs.

For many students, it is the first time they have left home or have had to be responsible for themselves. It is a huge culture shock adjusting to different routines, food expectations, transport systems etc., along with any



communication difficulties they may have. Each student will react differently to living in your home depending on their age, life experiences, culture, expectations, and personality.

It is important the student accepts and understands the way your family works – standards, routines, and expected contributions to the household. The experience of having someone from another culture living with you needs to be a positive one for your family, as well as a learning experience for everyone.

Some families have found it useful to have prior contact with their student before their arrival. Facebook is an ideal way to do this.

## First Hours

- Greet and welcome them to your home
- Speak slowly, remember English is often their second language and they find we speak very quickly making it difficult for them to understand and comprehend
- Offer food and drink
- Offer a shower if they have just arrived off an international flight
- Introduce yourselves, your family
- Let them know what you would like to be called, e.g., mum, dad, first name etc.
- Show them their room and the rest of the house
- Check that you have the pronunciation of their name correct
- Ask them if they have any questions
- A local map, bus timetable etc. can be left in their room

## First Days

The first days of your student's stay are important for getting to know each other and sharing the ground rules. The earlier this is done, the easier it is for everyone to settle in and begin being a family.

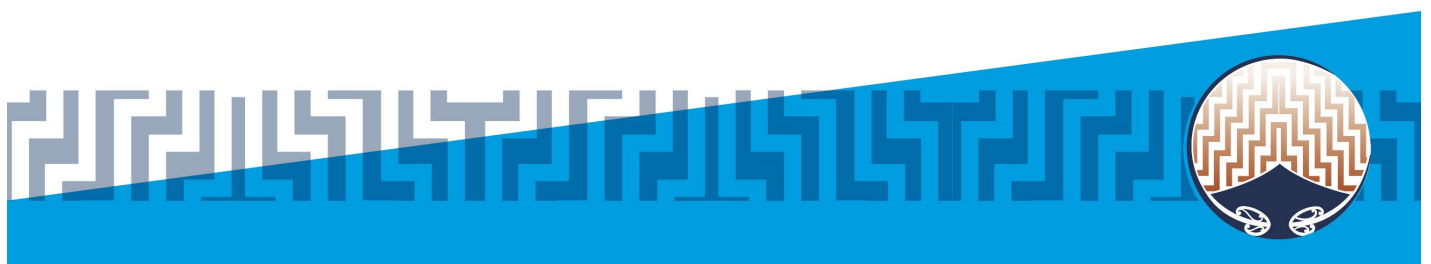
**Absent from School – any absence must be explained via the 'School App' or by phoning (06 223 2000) and leaving an absentee message. If your student is going to be absent for more than one day or you are concerned about their health also contact the International Student Leader in their absence.**

## Bathroom

In many Asian countries hot water is supplied to an entire building and a hot water tank is a foreign concept – as is running out of hot water! Show them your tank (if you have one) and let them know an acceptable time to take a shower, the time limit for their shower, etc.

## Civil Emergency

In the event of a civil emergency, the Homestay Caregiver will continue to maintain responsibility for the student's safety and welfare. Please keep a copy of the Emergency Contact with you at all times.



## Closed Door/Open Door Policy

Does your family have one? A constantly closed door may indicate depression, lack of integration, homesickness, or just needing to get away. Explain your family's position.

## Family Outings

If you and your family travel somewhere which requires expenses (e.g. the movies), it would be fair to ask the student to pay for this. If you want to travel away for a holiday break (e.g. Dunedin), a share of the cost from your student would be acceptable. We actively encourage students to participate in their Host Family activities.

## Family Protocols

Please brief your student on your family protocols and remember that host families will need to display modesty at all times.

## Financial Expectations

The family is expected to pay for the students' meals. All personal items for the international student (particular toiletries, bus fares to and from school, entertainment expenses etc.) are to be paid for by the student.

## Food

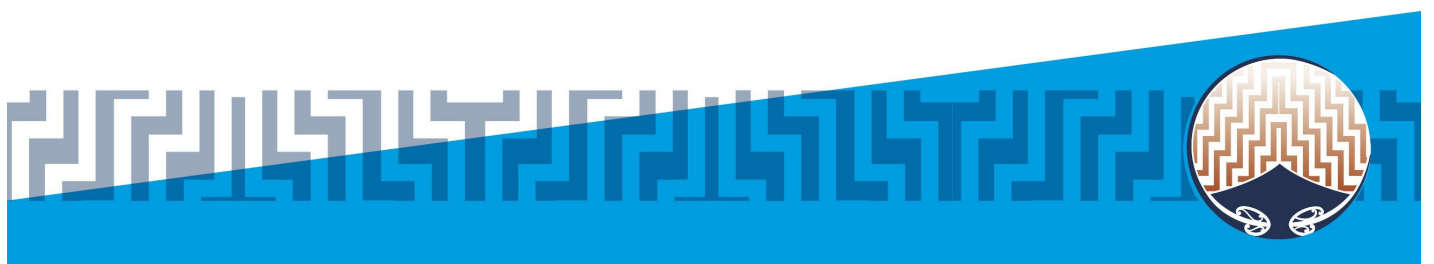
On the whole, a few problems are experienced with food. Talk to your student about what they like and encourage them to cook if they are feeling homesick. From time-to-time host families could attempt to provide a meal from their students' culture. Some suggestions are to provide plenty of fresh fruit, keep a stock of noodles in the cupboard, ask your student for easy recipes that you can cook for the whole family, and let them know where they are able to access spices etc., they may need for their own cooking. Visiting local ethnic shops to purchase culturally specific food could be a welcome treat!

## Healthline

You can call **Healthline on 0800 611 116** free of charge for medical advice.

## Holiday Period

During school breaks there are no formal activities arranged; however, there are several approved international travel providers that run holiday programs which students are welcome to join with approval. Further information can be obtained from the International Student Administrator/Homestay Coordinator.



## Homestay Parent Absences

If the homestay parent/family needs to be away overnight or an extended period and is unable to take the student with them, you must inform the International Student Leader who can organise temporary accommodation for the student. This may need to be financially recompensed to the family. ***This notification needs to be in writing 14 days prior, please email to [international@tepaepaeootea.school.nz](mailto:international@tepaepaeootea.school.nz).***

## Household Chores

Many students may not have had experience in washing dishes and taking part in general household chores. Please let them know what is expected. They are expected to keep their bedrooms tidy and vacuumed. You may need to tell them when to change the sheets, how to make their bed, etc.

## Internet Access

Te Paepae o Aotea requires host families to provide internet access for students. Many communicate with their families using Zoom – web cameras. Explain your family's protocol around this and internet usage. Most host families have unlimited internet access. However, there will be guide rules for all students and homestays to follow:

- **Years 9 & 10** Sunday to Thursday: students to be off at 10pm
- **Years 11,12 & 13** Sunday to Thursday: students to be off at 11pm

## International Social Functions

At least once a term we will organise an opportunity for host families and students to get together. Details of this will be emailed to you.

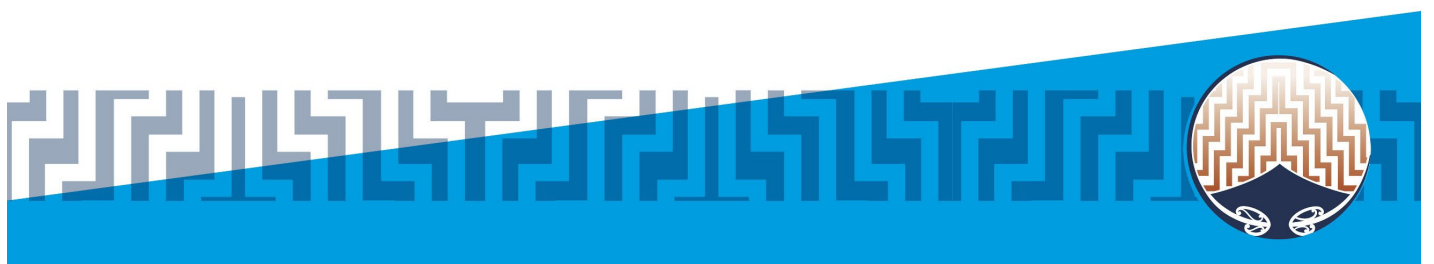
## Medical

All students will have medical insurance with them and if you need a copy of their policy please contact the International Administrator. You may wish to let your family medical practice know you have an additional family member before they need to visit. Payment is required at the time of the medical appointment. Please keep the receipt, as the student may be able to claim this back. Prescriptions for medicines will be an extra cost, again keep these receipts. Please take the student's passport to the medical appointment. If Te Paepae o Aotea has organised the insurance, they will be able to assist you in making a claim.

**Please, when it comes to a medical emergency treat your student as you would yourself.**

## Menstruation

Let them know what accepted practice in your household is.



## Money

Does the student need assistance setting up a bank account? Usually, we prefer the student to deal directly with their money without having agents involved. Talk to them about what they would prefer. Assist them with setting up an Eftpos account as soon as possible as they will want to access money. They will need to have proof of address (Offer of Placement) and their **passport**. Some families like to make direct credit transfers into their children's accounts. To do this, they will need to have a bank swift account number.

## Washing

Many Asian students prefer to hand wash their underwear. Show them where they can hang this to dry (usually inside and somewhere private like near in the laundry tub. Others may prefer their washing not to be mixed with those of the opposite sex. As this is culturally sensitive, talk to your student about their requirements.

## Telephone

Hopefully, students will use 'apps' such as WhatsApp, and Facetime, that will not incur any extra costs and only use Wi-Fi. If you have a landline that your student wishes to use to make an international call, discuss it with them and explain that it is expensive.

It is the school's expectation that your student will have access to Wi-Fi.

## Temperature

Most students feel very cold when they arrive in New Zealand. Extra blankets may be required until they acclimatise.

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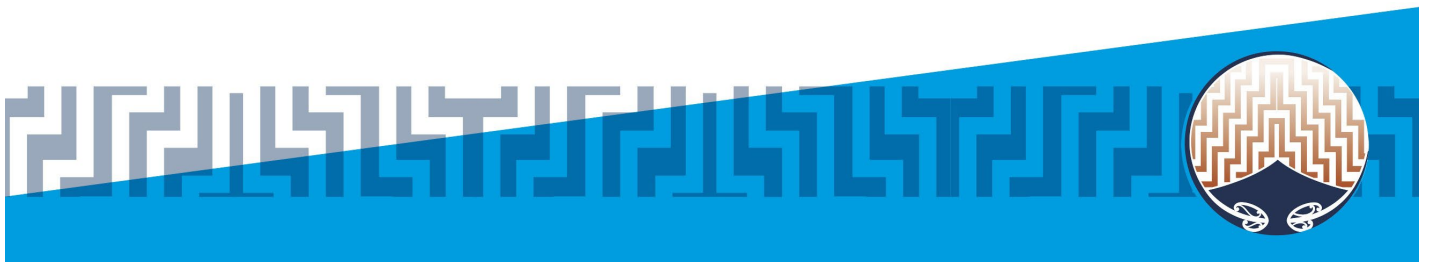
## Putting on Weight

Let your student know it is normal to gain weight. They may like to tell their parents too, who often get a shock when they see photos of their children after a few months in New Zealand. A drastic change in diet and New Zealand's rich dairy products are responsible. If the student is expecting to put on weight, and knows the reasons why, then they will not feel so bad when they do!

## School Uniform

The student will be exempt from wearing the school uniform until it has been organised by the International Team. Please ensure they wear appropriate tidy clothes until their uniform arrives.

Before the student leaves, they must return the uniform in clean, tidy condition to the International Department. Students who have bought their uniform are able to recover a portion of the cost via the school International Team. Please allow 24 hours for this to be processed.



## **NCEA Exams**

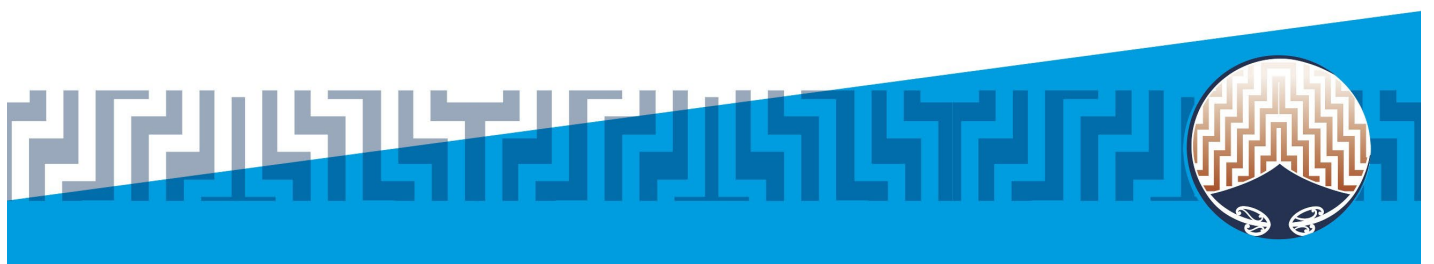
Examinations for senior students are normally held in Term 3, and the formal NZQA exams start in early November.

## **Leaving the School at the completion of their visit**

Students will be given a sign out information “pack” one week prior to them leaving. Please check they have received this and assist if needed.

Most students have a restriction of 23kg on international flights. It is very expensive to post excess luggage, and it is cheaper to buy an extra bag prior to arrival at the airport. For further information regarding this, please contact the International Student Administrator/Homestay Coordinator.

Te Paepae o Aotea will confirm the exact leaving date and flight details at least two weeks prior to departure. Where possible, a host parent will take the student to the airport. If assistance is required, please contact the International Student Administrator/Homestay Coordinator.



# Some New Zealand Laws

## The following three items are influenced by New Zealand law.

1. **Smoking/vaping** – in New Zealand it is illegal to sell tobacco/vaping accessories to young people under the age of 18. Te Paepae o Aotea is a smoke free institution and smoking/vaping is actively discouraged.
2. **Alcohol** – in New Zealand, it is illegal for those under the age of 18 to be in Bars and Clubs. Please ensure your student understands that it is forbidden for them to go into these facilities.
3. **Drugs** – drugs are illegal in New Zealand. International students found using or in possession will be processed through the Te Paepae o Aotea disciplinary system.



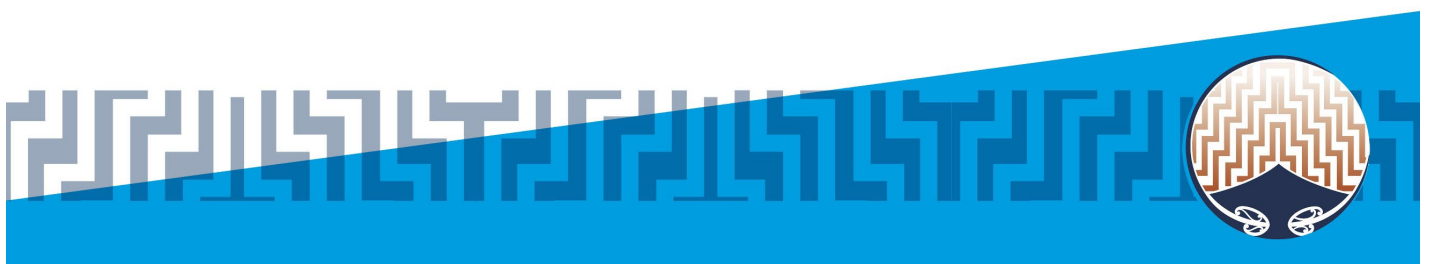
## Overnight Stays

If your student wishes to stay overnight at a friend's place, it is essential that the host family contacts the caregivers of the student they wish to visit and get contact details. Host families are expected to know where their student is 24 hours, 7 days a week.

Please ensure that you have all the contact details of the family they will be staying with and pass these on to the International Student Administrator/Homestay Coordinator before the visit. In some instances, the student's agent will require these details. Some students have very specific requirements outlined to them by their school or agent. If you have any questions, please contact our International Student Administrator/Homestay Coordinator.

## Travel Away from Hawera

If you are planning on being away overnight, please email the International Student Leader. In some circumstances you will be required to fill in a permission slip. At all times for overnight stays, we need to be able to contact you. **INFORM US AT LEAST TWO WEEKS AHEAD OF TRAVEL IF YOU ARE UNABLE TO HOST YOUR STUDENT WHILE YOU ARE AWAY.**



# After Summer Break

## Students returning to the same Homestay after summer break

### Students under the age of 18 may only travel away if they:

1. Travel with their host family.
2. Go directly to their destination and then stay with another approved host family or relatives. The International Student Leader and your host family must be given ALL details. Your host mother will need to make direct contact with the nominated family before permission will be granted.  
**The school reserves the right to refuse the travel if it is considered inappropriate or is unsafe.**
3. Join one of the organised and supervised tours recommended by Te Paepae o Aotea, or their agent. (See International Student Leader for information.)
4. Are visiting their natural parents in their own country.

If the student is returning to the same homestay in agreement with you, students may need to pack up their personal valuable items into boxes and may ask you to store them. Alternatively, the School can store them for you. No homestay payment will be made over the summer break – if the student's room is packed up.

Students returning home for term breaks or sitting University Entrance exams, homestay payments continue during this time as the student's belongings are left in their room ready for their return.

**\* If a student is over 18, the same rules apply but in special circumstances consideration may be given based on the appropriateness of travel and accommodation arrangements. You will need to fill in a travel request form.**

[Travel Request Form](#)



# Helpful Tips

## Troubleshooting

### What are some of the problems a host family may experience

- Homesickness
- Depression
- Anxiety
- Tiredness
- Withdrawal – shutting the bedroom door
- Not keeping to the ground rules
- Over studying – studying until 2am
- Too much money
- Speaking on the phone too much
- Speaking their own language too much
- Apparent arrogance – this may be shyness
- Using the heater/clothes dryer too much

### What can we do about any problems?

Many problems are caused by 'culture shock' or deeply ingrained cultural differences.

### Culture Shock

The term used for the natural anxiety felt when entering a new culture. The four phases of culture shock are:

- Eager anticipation
- Everything is beautiful
- Everything is awful
- Everything is OK

Some recognisable signs of culture shock are:

- Tiredness
- Loneliness
- Desire for home cooking
- Old friends
- Feelings of helplessness and withdrawal



- Excessive concern for cleanliness
- Fear for personal safety
- Irritability and defensive communication

Culture shock coupled with the strain of coping with a foreign language and a new education system, may give a particular need for privacy. Try to give your student time out alone each day.

## What if it is not working?

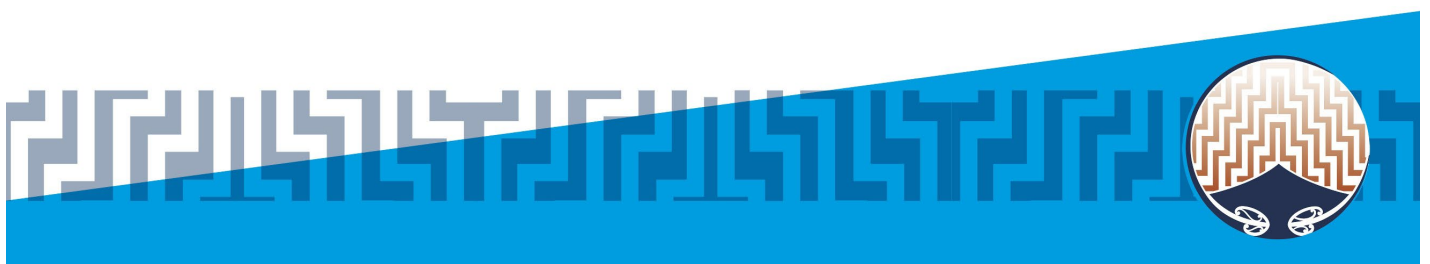
It takes time to adjust to a new country, climate, school, family, and food. However, if your student and your family have really not gelled and there is increasing tension and unhappiness in the household, do not let it escalate. There is usually a two-week notice period when a new host family is sought. Either the host family or the student can ask for a new homestay.

## Homestay Change Procedure

When a student approaches either the Whānau Pastoral Leader, International Student Leader, Host Family or Agent that they are unhappy with their Homestay placement and wish to change their Homestay, then the following procedures will be followed:

- Note the points that upset the student or Homestay Family.
- Notify the Principal, the International Student Leader, the Host Family and the Agent of these issues. Record these issues in writing.
- Find out separately how the host family feels about the student and if any of the mentioned points are mutual (or vice versa).
- Often it is the case of reacting to each other's habits and/or situations that have happened before
- Arrange a meeting with all parties involved to find out if problems can be solved
  - a. Give time to see if the talk helped
  - b. Give two weeks' notice and arrange if the student should stay for two more weeks or if he/she has to move out earlier, (this should be a mutual agreement). If so, THEN the student should not have to pay extra homestay fees.
- If the student changes their Homestay, then a completion meeting will be required. This will be between the student, the Homestay Family and International Student Leader if required / appropriate. Both the student and Homestay Family have the right of veto if they are uncomfortable with this.
- Notify the Agent of the change of Homestay details and the student's family of the new Homestay details.
- The International Student Administrator/Homestay Coordinator will liaise with Te Paepae o Aotea Business Manager to coordinate Homestay payments and change the information on our computer system
- The International Student Administrator/Homestay Coordinator will meet with the previous Homestay Family or student to complete and/or debrief any residing issues.

It is extremely important that the integrity/mana of the student and Homestay Family be maintained at all times. It is important that all parties be supported.



# Boredom Busters

## For International Students

Here are a few tips on what your international students can do after school:

1. Invite other international students over to 'hang out'
2. 'Hang out' at an international student's place
3. Ice-cream after school
4. Work on a jigsaw puzzle together
5. Walk down Main Street, Hawera – shopping/window shopping
6. Car trip to New Plymouth – shopping/window shopping
7. Sports game (organise other students to join in)
8. Watch Netflix
9. Hang with their buddies from Te Paepae o Aotea
10. Have another student's family over for dinner
11. Teach students a game of cards
12. Go to the Hawera Cinema and watch a movie
13. Go for a walk around the neighbourhood
14. Help with cooking
15. Bush walk to Wilkies Pools – Mount Taranaki
16. Swimming at the Hawera Aquatic Centre



# Homestay Expectations

Thank you for offering to provide a homestay for Te Paepae o Aotea's International Students. If you accept a student for homestay, then please read the [Residential Carer Agreement](#) carefully. If you have any additional questions or need clarification regarding this agreement, please contact the Director of International Students or the International Student Administrator/Homestay Coordinator.

## The school expects Homestay parents to:

- Provide three meals a day (including any takeaways or meals out at the parents' expense)
- Attend parent evenings where possible
- Care for the student as you would your own child
- Provide a warm, comfortable single room with study facilities
- Encourage the student to participate in the family's activities
- Set reasonable rules
- Not provide alcohol for students
- Set a reasonable curfew at weekends
- Discuss roles and expectations with the student
- Contact Te Paepae o Aotea immediately if there are any serious breaches of the school rules or health and safety issues
- Know where the student is 24/7

*Thank you for hosting an International Student*



# Parent Portal

## Te Paepae o Aotea

Here at Te Paepae o Aotea we have a Student/Parent Portal which gives you access to a range of different information about a student's education. When you go onto this portal you can see the following information:

- School Notices
- School Calendar
- Student Details
- Student Timetable
- Student Live Attendance
- Student NCEA Summary
- Live reporting
- Current results
- Groups participating in
- Awards
- Course Selection (at appropriate times of the year)
- Vocational Pathways (for years 11 -13)

There will be an email sent out to you once your student has started attending Te Paepae o Aotea advising how to access the Student/Parent Portal which will provide a username and password for you.

## School Policies

The school has a subscription with SchoolDocs to maintain, update and review our policies. SchoolDocs provides us with a comprehensive core set of policies that are well researched and follow the Ministry of Education National Administration Guidelines. The policies and procedures are tailored to our school, and we supply specific information such as our charter together with procedures for behaviour management, reporting to parents, etc.

SchoolDocs update, modify or create policies in response to changes in legislation or Ministry guidelines, significant events, reviews/requests from schools and regular reviewing from the SchoolDocs team.

We invite you to visit the site at <https://tepaepaeoatea.schooldocs.co.nz>

## SchoolDocs login details

**Username** tepaepaeoatea  
**Password** excellence



# Concerns and Complaints Process

This information should be read alongside our **Concerns and Complaints Policy** and related policies on SchoolDocs.

## OVERVIEW



You can raise concerns and complaints with our school verbally or in writing.



The school will assess and respond according to the nature of the concern or complaint.



The school will tell you how we plan to manage your concern or complaint, and let you know when the matter is closed.



## HOW TO RAISE A CONCERN OR MAKE A COMPLAINT

Contact the following people at the school (verbally or in writing).

**A staff member involved**  
(e.g. classroom teacher, head of learning area)

**The principal**  
for serious matters

**The board chair**  
for concerns or complaints about the principal

**Another board member**  
for concerns or complaints about the board chair

- Concerns or complaints may be referred to a more appropriate person (e.g. senior staff, principal, board member).
- The school may ask you to put your concern or complaint in writing to help address the matter.
- You are welcome to have a support person (e.g. whānau member, friend, lawyer, union representative).
- Everyone involved is expected to respect privacy and confidentiality.



## HOW THE SCHOOL MANAGES CONCERNS AND COMPLAINTS

We manage concerns and complaints in a timely manner and seek to protect people's mana and dignity. We ensure:

- people are treated fairly
- those involved have the opportunity to be heard
- decision-making is unbiased.

**The school assesses the concern or complaint and responds according to its nature and seriousness, and who is involved** (e.g. student, staff member, principal, board member).



## NOTIFICATION AND CLOSURE

We will tell you about how we plan to manage your concern or complaint, and let you know when the matter is closed.

After responding to your concern or complaint, **the school considers the matter closed.**

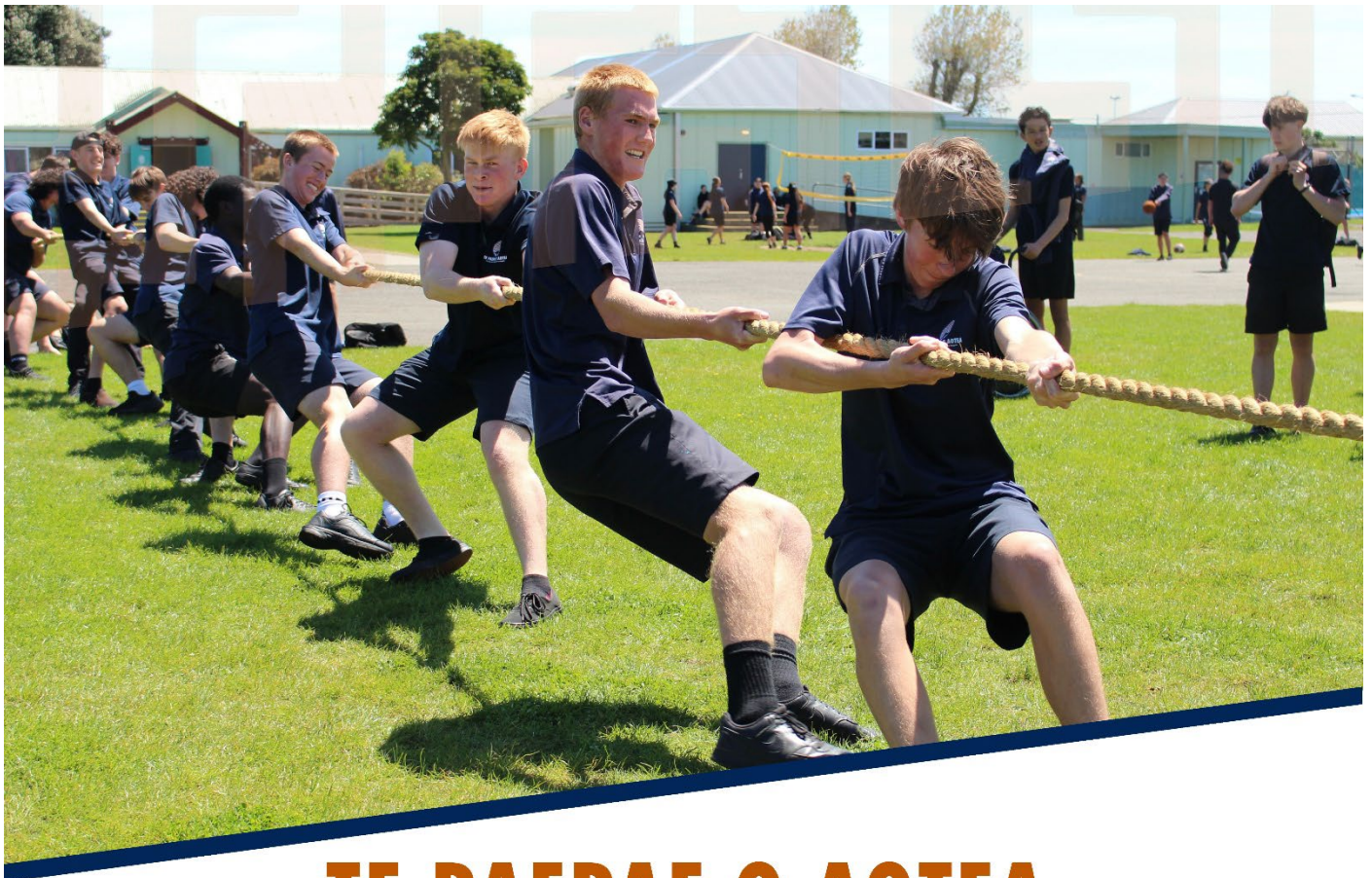
**If you feel your concern or complaint has not been resolved after receiving a response,** you may escalate the concern or complaint to the principal or board.

**After the board has dealt with a matter,** there is no further avenue for consideration by the school.

If you need help to understand the concerns and complaints process, please contact the school.

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# TE PAEPAE O AOTEA

Kia eke atu ki Taupaenui o te tangata

People reaching their full potential

The following values are the way we do things at Te Paepae o Aotea



## AOTEA

Our value of Aotea represents a caring environment for all students, staff, whānau and community, to explore identity.

We create safe and caring learning environments.  
We value and celebrate individual mana.  
We develop authentic relationships.



## TAUPAENUI

Our value of Taupaenui supports the attainment of human potential, the pursuit of knowledge and striving for excellence.

We uphold a learning culture that is inclusive and diverse.  
We strive for personal excellence.  
We have a positive attitude and a growth mindset.



## PAEPAE

Our value of Paepae supports courage, adventure, strength, persistence and the pursuit of knowledge in the learning environment.

We are courageous and visionary.  
We challenge with confidence, where appropriate.  
We support each other to overcome obstacles and build resilience.

