



Study Tours U18 and 18+   
HOSTED ACCOMMODATION



## Student Guide & House Rules

**WELCOME TO PERTH. MAY YOUR STAY DOWN UNDER BE DELIGHTFUL.  
HERE ARE THE GUIDELINES TO CREATE A HAPPY HOME FOR EVERYONE.**

*Australians come from all walks of life and can trace their ancestry to countries all around the world. In essence, the "race" of Australians is a rich tapestry of different heritages and identities, making it a truly diverse and multicultural society*



# LIVING IN A HOMESTAY

WELCOME TO PERTH WESTERN AUSTRALIA. WE HOPE YOU HAVE A MEMORABLE AND REWARDING TIME WITH YOUR FAMILY.

## BEING A "GUEST" IN SOMEONE'S HOME

In some cultures, a "Guest" in a home is not expected to do anything; the Guest is treated like visiting royalty. However, when you come to Australia and live in a Homestay situation you will be expected to do many things for yourself. If in your home country you have had servants to look after you it is important to remember that your host is not a servant. Please help out. The family are doing YOU the favour.



## HELP OUT

You should always make your bed, keep your room tidy and leave the bathroom clean and tidy every time you use it. If your host family say you need not help with the washing up you could offer to take out the rubbish or set or clear the table... or you could ask.... "What would you like me to do?"

## CONVERSATION AT THE DINNER TABLE

Conversation at the dinner table is valued in Australia and Australians may feel awkward if there is silence. This is a good time to practice your English-speaking skills. Think of something to say. Please don't use your mobile phone at the dinner table and speak only English.



## COMMUNICATION SKILLS

Communication skills are one of the most rewarding assets to assist you in your future life. Asking questions and letting your host know if you are happy or unhappy is important. Your host wants you to enjoy your homestay experience, so smile and explain politely if there is something you do not understand. Remember to laugh don't be embarrassed. Your host will happily repeat things, to help mutual communication. They are also happy to show you how to use things as many times as you need to know.

## EATING AND MEALS

Most hosted accommodation comes with breakfast and dinner supplied daily and does not include lunch during the week. Students who have requested all meals will have paid extra. If you are unsure, check your invoice or give us a call or text, and we can check for you 0450122424.

- Please do not eat food in your room. This attracts insects and wildlife.
- Each culture has different ways of eating. If you are feeling uncomfortable about Australian table manners please ask your family or your teacher at school for assistance.
- It is very important in Australian culture that you chew with your mouth closed and never speak when your mouth is filled with food.
- Always help with the cleaning up.
- Please talk to your family about foods you like and dislike.

## breakfast

Usually consists of toast, cereal, fruit, juice tea or coffee. Australians usually do not eat a cooked breakfast. The mornings are busy and breakfast is self serve.

## dinner

Please ask your family what time they usually eat so you can make sure you are home to join them. Please always inform them as early as possible, and always before 4pm, if you are running late or will not be home. Talk with your family about what you don't like or cannot eat so they can consider this when preparing the evening meal. Please help with the cleaning up.

## LUNCH

This is included on weekends only in standard homestay. Usually students buy their own lunches on weekdays, but if you have opted for 3 meals daily and have paid the extra fee, all lunches will be included. Lunches are normally simple and quick to prepare. A typical lunch may be a sandwich, wrap or roll and fruit and snack. It also can be "left overs". Some families prefer the students to make their own lunches with the food supplied.

# LIVING IN A HOMESTAY

## COOKING



Please ask your family before using the oven or stove top or before preparing any meals or snacks. Not all families are comfortable with students cooking, while others love it. U18 students cannot cook unsupervised. Always leave the kitchen tidy.

*Remember always let your family know if you are going to late home or not home for dinner. A text is fine... If you are going to miss dinner ring or text at lunchtime... ask your family the best way to let them know your plan. Please don't bring uninvited guests to dinner.*

## LAUNDRY



In Australia the washing day for your clothes is usually on a weekend. Please bring enough clothes to last a week. Talk to your family about washing clothes. Your family should provide laundry detergent

## WEATHER

Generally Perth has a wonderful Mediteranean climate, and the sun is shining most days, however It can get very cold in Perth during our winter. June, July and August. Please bring warm clothes, a rain coat and an umbrella. It can also be quite chilly inside the home over winter months so bring some comfortable warm in-home clothes and some warm coverings for your head and feet.

During the summer months in Perth, December, January an February, the weather can be very hot. Be sure to pack light, breathable clothing, a wide-brimmed hat, sunglasses, and sunscreen to protect yourself from the strong Australian sun. Stay hydrated by carrying a water bottle with you at all times and seek shade whenever possible. Embrace the outdoors by visiting the beautiful beaches or enjoying a picnic in one of the many parks. Remember to take breaks to cool off and relax in air-conditioned spaces. Enjoy the vibrant summer vibes that Perth has to offer!

## YOUR ROOM

Your private bedroom will be furnished with a bed and storage for your clothes. Linen, blankets and towels will be supplied by your host. Please sleep between the sheets. Talk with your family about changing your linen. This should be down at least every two weeks. If you feel cold, ask for more blankets and if you are hot, ask for a fan. Feel comfortable talking to your host family, they want you to have the best experience possible.

### Please

Keep your room tidy

Don't eat, cook or keep food in your room. Ask your family where to store your snacks.

Don't leave wet towels or clothes in your room

## PRIVACY

When you are sharing a home it is important to respect each others private time and space . This means you should knock before you enter a private space, for example a bedroom or a bathroom, and always keep your bathroom and toilet door closed while using .

## HOUSE KEYS

You will be given a house key of your own when you arrive. If you lose the key you may be charged for a replacement. Please remember to return the key on your departure day.

## SAFETY MUST DO's

1. Please ask the family about what to do in the event of a fire
2. Please turn off lights, fans, air conditioning, heating, laptops from the power source while not in the room and before leaving daily.
3. Lock the outside door and close any windows before leaving daily
4. Talk to your family about other safety issues



# LIVING IN A HOMESTAY

## MANNERS



- When living in a private home, remember that a courteous and considerate attitude is always appreciated. Each member of the family is treated equally and with respect. It is important to smile and say “please” when you ask for something and “thank you” when you receive it.
- Please leave your mobile phone alone when you are having meals or the family is talking with you.
- Please be thoughtful when playing music or chatting with family and friends via mobile or internet. Try to do all of this before 10:30pm. Talk with your hosts if time zones don't allow for this.
- Please always speak English when you host family is around you. This is challenging, but very good for students trying to improve English. It is also more respectful to your hosts.



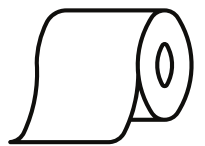
## BATHROOM AND TOILET ETIQUETTE

- If you have a shared bathroom be considerate about the length of time you are in the bathroom, others may be waiting.
- Please don't leave the floor of the bathroom wet. This is dangerous. ask your family how you can mop it up.
- Please provide your own toiletries. (shampoo, soap, tissues, deodorant etc.)
- Please remember to remove your clothing from the bathroom after use, and hang out wet clothing. Please complete shower activities by 10pm.
- Talk with your host about shower times and what to do with damp towels.



## PLEASE REMEMBER

- Avoid squatting or standing on the toilet seat.
- Only flush toilet paper down the toilet. (You don't need to put it in the waste basket)
- Use a moderate amount of toilet paper to prevent blockages or overflows.
- Remember to wash your hands with soap after using the toilet.
- Clean up any spills on the toilet after use.
- Girls woman, please ask your host how to dispose of sanitary items. If uncertain wrap the item in toilet paper, place it in a plastic bag and take it out to the appropriate bin outside.

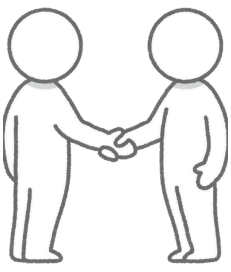


## WATER USAGE AND RESTRICTIONS

Perth is very dry and it rains infrequently. As a consequence, Perth has water restrictions and water is expensive. Please help us save water by having showers 4 mins to 8 mins long. When you are cleaning your teeth please turn off the water faucet while brushing. If using a sink, put in a plug and turn off the taps.



# LIVING IN A HOMESTAY



## KISSING

Although kissing is customary in greetings and departures, goodnights and hellos in some cultures, to avoid any misinterpretations Talkabout has adopted a no kissing policy.

## BRINGING FRIENDS HOME AND GOING OUT

Please do not bring your friends to your family unannounced. If you want your friends to visit please talk with your host family a few days earlier and host families can arrange this together. If you are U18 you will need permission from your Educational provider and/or guardian to have a sleep over. If you are Over 18 years always ask a day earlier before you bring your friends home. It is possible your family may not permit visits and sleep overs. Please obey any curfews set by your provider, host family, parents, guardian or teachers.



## CAN I STAY AT A FRIENDS HOUSE?

If you are U18, permission must be granted by your school and family before you can spend a night away from your official homestay. If you plan a holiday, an overnight excursion, arrange a meeting with your school welfare officer first. Over 18 students need to talk with their host family.



## SMOKING, VAPING, ALCOHOL

Alcohol, smoking, and vaping are not permitted for students under the age of 18 years old. Never smoke or vape in the home.

If you are over 18 and your host allows smoking or vaping, you can only do this outside and use the container provided to dispose of waste.

**DRUGS** No recreational drugs are ever allowed. It is illegal.

## BROKEN OR DAMAGED OR LOST

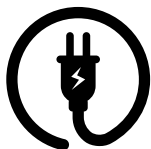
It's important that you tell your host family if you break damage or lose something. Accidents do happen.

Even if the family has you covered under insurance it is likely you will need to pay an excess if what you have broken is expensive or difficult to repair. It is highly recommended that you provide your own insurance for loss of excess, or loss of goods or while travelling.



## USING THE INTERNET /WIFI

Please ask your family first about using the internet. Internet will be provided in your home for study purposes only. If you wish to use it for other purposes such as movies or streaming, extra charges may apply.



## ELECTRICS

Australian electricity runs on 220-240 V and 50 Hz. Please make sure your electronics accept 220 – 240 volts (V).

## USING YOUR PHONE

Don't talk on your phone while others are in the room or in the area. Excuse yourself and walk away. Do not accept or make phone calls after 10:30pm. Don't bring your phone or devices to the dinner table, unless you need to translate. Then go and get what you need.



# LIVING IN A HOMESTAY

## CHANGING HOMESTAY

You are required to give your family and Talkabout Homestay two weeks' notice in writing should you wish to change families or move out of homestay. In very short study tours the 2 weeks' notice may be waived.

## WHAT SHOULD I DO IF I HAVE A PROBLEM?

It's best to talk through your problem with the host family. If this is not possible then see your teacher who will contact your Homestay Co ordinator. You can always ring or text Talkabout Homestay directly. +61 450122424

## PAYING FOR YOUR STAY

Not relevant to most short study tour groups

Please contact accounts if you have an invoice query: [accounts@talkabouttours.com](mailto:accounts@talkabouttours.com)

After your initial payment you will be sent a link to determine the frequency of your payments. The standard is 10 weeks payments.

If you haven't included lunch in your homestay package and have decided this is a good idea, please contact us. If you are staying in a homestay during the holidays or over Christmas, or when you are sick, it is likely you will be charged \$10 per day to cover lunches provided. Short term participants can pay this directly.

## TRAVELLING AROUND

Download the Transperth App to your phone. This will give you information about public transport options getting to and from all Perth locations. You might also find Google maps useful.

## NOTES

WRITE ANY EXTRA RULES OR NOTES HERE.





# NEED HELP

If you are in **immediate danger**, or in an emergency situation, call emergency services on **000** (triple zero) or **112** from a mobile phone.

112 is only for emergency assistance. If you call the number for another reason, it is considered abuse (if you do it intentionally) or misuse (if you do it accidentally). Abuse of the emergency number is a criminal offence.

For crises that do not require emergency services:

Your school: (write your school number) MY SCHOOL NUMBER \_\_\_\_\_

You may choose to contact us at **Talkabout Tours**

Emergency 24/7

**0438 908545**

**0450 122 424**

Counselling from Study Perth

**Study Perth** can help with Travel, friendships work and counselling,

[Study Perth Student portal](#)

## **STRUGGLING WITH MANY THINGS NOT MENTALLY FEELING GOOD?**

### **All Ages**

·Beyond Blue 1300 224 636

·Lifeline Australia 13 11 14

Lifeline also offers a free interpreting service. 131 450

### **25 and Under**

·Headspace 1800 650 890

Kids Helpline 1800 55 1800

1800RESPECT. 1800 737 732. This is a 24-hour national sexual assault, family and domestic violence counselling line

## Feeling Unwell

Tell your host if you are feeling unwell.

You will have to pay for seeing a doctor however, if you have OSHC or private insurance they may cover some medical expenses. (Usually this is on receipt of payments already paid)

### **Medical Assistance after 6pm and before 6am**

**137425 (13SICK) (Medicare card holders)**

### **TOURIST VISAS, NO MEDICARE CARD ONLINE**

1. Book to see & speak to a doctor 13362867 (13 DOCTOR)  
to have a video telehealth consult with one of our registered Australian doctors.

An email and SMS are sent confirming the doctor has your booking in their queue.

3. Start the consultation

The doctor sends an SMS message with a link (URL) for you to click to start your secure video consult.

4. Medical Certificate

If a Medical Certificate is required, the doctor will email it directly to the patient.

5. Scripts & Medication

Scripts sent to your pharmacy, or you can download the Tonic app to nominate a pharmacy.

6. Invoice sent to you

A copy of your receipt will be emailed to you.





# IF YOU HAVE A PROBLEM

Your safety and happiness during your stay in Perth are our top priorities. Rest assured, there is a supportive community ready to assist you.

**In general, there are three options to consider if you have a problem, being:**

1. Deal with the matter informally. A problem can be dealt with informally by approaching the person involved if you feel comfortable in doing so.

You can tell them that their behaviour, decision, actions, etc. were unfair, offensive, discriminatory etc., and why you believe this to be so. The person may have been totally unaware of the effect of their behaviour or decision on you. By telling them you will give them a chance to redress the situation.

**This may not be appropriate in some cases, particularly if you do not feel comfortable with speaking to the person.**

2. Speak to your Homestay Coordinator or other senior persons. If you do not want to speak to the person directly.

You can tell TAT, your agent, your welfare support person or your teachers about your problem. They should be able to tell you what your options are or they can talk with senior homestay management about the grievance.

3. Make a formal complaint  
You should see your welfare officer at your school

**MARA ALLAN IS YOUR TAT SUPPORT (OFFICE HOURS)**

mara@talkabouttours.com

+61 452 500 696

Call Liz 24/7 +61 450 122 424

If you feel in danger.

