



GENERAL INFORMATION

- About Homestay** Deakin University English Language Institute assists you in finding homestay accommodation via a homestay accommodation provider. Living in a homestay can be a valuable part of your experience as it provides you with the opportunity to experience Australian life and to improve your English.
- Living in Melbourne** The city of Melbourne has a population of 3.6 million people. It is exciting, safe, cosmopolitan and culturally rich. The population is made up of more than one hundred ethnic groups and one in four people are born overseas.. Melbourne offers a modern and efficient public transport system, a large number of parks, beaches, public spaces, and a thriving arts culture. For more information about Melbourne visit www.visitvictoria.com.au
- Homestay families** All homestay families are different. Your hosts could be a married couple, a single parent, an older couple, retired people or even a single person, and because Australia is such a multicultural nation, homestay families come from a broad range of backgrounds and cultures. Homestay is a fantastic opportunity for you to experience a new and different lifestyle.
- Weather and clothing** The weather in Melbourne has four distinct seasons: summer, autumn, winter, and spring with temperatures ranging from 10 degrees Celsius in winter to 35 (or more) in summer. Melbourne generally does not experience severe extremes of heat, humidity or cold; however the weather can be very changeable and hard to predict. It is a good idea to wear layers of clothing and to carry a small umbrella or a waterproof jacket.
- Water restrictions** Due to ongoing dry weather, water restrictions have been introduced in Melbourne to help save our diminishing water resources. Please discuss with your host on arrival the most efficient and mutually convenient ways of using their bathroom and laundry.
- Travelling to DUELI** Melbourne is a large city, with few people living in its centre. The majority of Melbournians live in the suburbs, and many travel up to 1.5 hours to work or school. Although we try to place students in homestays as close to DUELI as possible, you should be prepared to spend up to 30-40 minutes travelling to and from DUELI. DUELI is located at Deakin's Melbourne Campus at Burwood. For campus maps go to www.deakin.edu.au/campuses. For information about travelling in Melbourne go to www.metlinkmelbourne.com.au
- Communication** Spend time speaking with your hosts and don't be afraid to ask questions. It will help you to understand each other better. Remember that good communication and respect for both parties are the basis of a successful homestay experience.
- Good manners** Australians value politeness and good manners, it is better to try and use polite expressions such as "Thank you" and "Please", as not saying anything may be seen as rude, even though you may not be confident using English at first. People are generally addressed by their first name, but we also use "Mr." and "Mrs." to address elderly people, or people we do not know well, as a sign of respect.
- Happiness and success** Your happiness and success depends on you! If your homestay parents and other members of the household have commitments which make them busy, you have to be prepared to entertain yourself. Use your initiative to make new friends, develop your own interests, or join a local club. Being flexible and adaptable is a good way of learning about cultural differences.

TERMS OF HOMESTAY

- Fees** Melbourne is divided into 2 public transport zones; zone 1 is closest to the city centre. Melbourne Campus at Burwood is in zone 2. The homestay fee is A\$225 per week in zone 1 and zone 2 and is payable directly to the homestay host on arrival. Approved homestay accommodation for students under 18 is A\$245 per week. Do NOT pre-pay homestay fees to Deakin University. The homestay placement fee is A\$200 (non-refundable), and it must be paid to Deakin University before your arrival. To make this payment, send a bankdraft (payable to Deakin University) to Deakin International. Fees are correct at the time of printing but are subject to change without notice.
- Payment** You pay your host TWO weeks in advance. The first payment is due immediately after your arrival. It is your responsibility to make the payment and to obtain a receipt. Both you and the host should sign the receipt. We suggest that you keep a record of all payments in case of misunderstanding. It is important that you do not get behind with your payments and that you know when the next payment is due.
- Length of stay** The minimum stay is two weeks and this is non-refundable. The host may specify a maximum period of stay. In most cases the terms of homestay will be decided between you and the host.

Please note that you must give at least two weeks' notice before leaving your homestay or you will be required to pay a penalty charge of A\$140 (A\$10 for each day of notice).

- Holidays** If you wish to take a holiday and return to the same homestay, a fee of A\$70 per week applies while you are away.
- Students under 18** Students under the age of 18 who require Deakin University to approve their accommodation and welfare arrangements must stay in an Under-18 Homestay arranged through an approved provider. For more information about requirements for under age students please visit the Department of Immigration and Citizenship (DIAC) webpage at www.immi.gov.au/students/students/573-1/eligibility-student-18.htm#c and contact your Country Team Leader at Deakin International Admissions. To get a copy of Information for Under-18 students go Deakin University's webpage at www.deakin.edu.au/future-students/international/brochures-forms.php. Any changes to your accommodation must be requested by your parents and must be approved by Deakin University or your enrolment may be terminated.

LIVING IN YOUR HOMESTAY

- Your bedroom** Your bedroom will have a desk, a light, a chair and a comfortable bed. If required, a heater can be provided, but you may be asked to pay an additional cost for its use. Australian families do not keep heaters on during the night as this is dangerous. Please remember to turn off lights and heaters before you go out. If you are coming to Melbourne in winter, bring warm pyjamas and wear socks in bed to keep warm.
- Toiletries** You are expected to buy your own toothpaste and shampoo, but items such as toilet paper, soap, washing powder/liquid, towels and bed linen are normally provided by the host.
- Meals** Your host will provide you with three meals a day. Breakfast and lunch are usually self-service and dinner is prepared by the host. Please let your host know what you can and cannot eat, and suggest meals that you like. If you prefer to buy your own lunch just let your host know. It is also polite to notify your host in advance if you will be late for meals or eating elsewhere.
- Laundry** Homestays are equipped with laundry facilities and you should be prepared to do your own washing and ironing, though sometimes your host may offer to do it in an effort to be more water efficient. Do not use the washing machine for a small load, as this is not economical. Clothes are normally dried outside on a clothes line or a clothes horse.
- Cleaning** You are responsible for cleaning your bedroom and should clean up the kitchen and bathroom after use. In an Australian home everybody is expected to participate in household duties as both parents often work and there are no servants or maids. As part of the household, you should help with small jobs such as washing dishes, putting out the rubbish or helping to prepare meals. It will help you to feel a part of the family and help you and your homestay family to get to know each other better.
- Telephone** The homestay fee does not cover telephone charges. You are responsible for paying all of your calls. Local calls cost about 22-25 cents each. International calls cost about \$1.50 per minute. Please check with your host before calling overseas. You can also use reverse charges to keep in touch with your family, or buy a phone card (you can use phone cards to ring from a public or a private phone), and there are also several internet cafes in Melbourne (note that reverse charge calls can be expensive). Please adhere to guidelines about telephone use set by the host and ensure that you pay all your bills before leaving the homestay.
- Visitors** You are normally permitted to bring visitors to your homestay but please discuss with your host first. Check with your host whether they would prefer that visitors leave by a certain time.
- Security** Melbourne is a very safe place to live. However, you must always be security conscious, for instance, you should lock doors and windows when you leave the home. Discuss security rules with your homestay host when you first arrive. (Note that homes do not normally have locks on bathroom or bedroom doors.) You must keep your host informed of where you go. If you do not, and are absent from your homestay for over 24 hours, we are obliged to contact the police. Please tell your host when you will be home late, or if you are away overnight leave a contact telephone number.
- Personal property insurance** If you are bringing expensive items with you to Australia, such as a laptop computer, digital camera or jewellery, we recommend that you apply for personal property insurance. This will insure such items against loss or theft. Home insurance that your homestay host has does NOT cover visitors or students staying in their house.
- Smoking** Your host decides the rules on smoking. In most households smoking is not allowed inside.
- Questions or problems?** If you require further information or have a problem with your homestay, please contact Student Accommodation Services. It is often a good idea to try to discuss any problems with your host family first, however this may not always be easy. If you find that you cannot discuss any problems with your host, please contact Student Accommodation Services by phoning +61 3 9486 1916 Monday to Friday, 9am to 5pm.