



Dunbar ESOL Homestay Services
Handbook for Homestay Living

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Dear Student

Welcome to Dunbar ESOL Homestay Services. Our task is to ensure that you have a warm, friendly and memorable homestay experience. You are about to enter a very pleasant journey of cultural exchange, new friendships and fun. This information has been compiled to help you plan your trip and make the most of your stay here in Auckland

Pre Arrival

Luggage

Travel light. Luggage allowances vary with flights but a good guideline is to arrive with no more than 20kilo's. Excess baggage is expensive at least **\$35** for every extra kilo. It is better to arrive with about 10 – 15Kg and then you have some room for your shopping 😊

The Weather - Clothing

Auckland weather is famous for being changeable. You need suitable clothing for warm, cold and wet weather. Make sure you pack a jumper. You may also like to pack a hat and scarf. It is better to wear layers of clothes rather than one or two bulky things. Also bring a light raincoat and an umbrella. Kiwi's tend to dress much more casually than Asian people

New Zealand has a largely temperate climate. While the far north has subtropical weather during summer, and inland alpine areas of the South Island can be as cold as - 10 C in winter, most of the country lies close to the coast, which means mild temperatures, moderate rainfall, and abundant sunshine.



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Because New Zealand lies in the Southern Hemisphere, the average temperature decreases as you travel south. The north of New Zealand is subtropical and the south temperate. The warmest months are December, January and February, and the coldest June, July and August. In summer, the average maximum temperature ranges between 20 - 30°C and in winter between 10 - 15°C.

Footwear

Kiwi's love walking. Bring suitable shoes for walking – for example, trainers. In Auckland you will walk from school to the bus stops and around the city. It is better to be comfortable than glamorous!

Toiletries & Medication

These are all usually cheaper in your own country. Bring shampoo, conditioner, soap, toothbrush and toothpaste etc. Remember to bring any medication that you take.

Health Insurance

It is an obligation for you to have health insurance when travelling in New Zealand.

Suggested things to bring

- A small, inexpensive souvenir from your country for the homestay family
- Some photographs of your family and friends to show your homestay family.
- A big memory stick and batteries for your camera
- A passport photo for your NZ student card
- International drivers license
- Photo ID for bars etc



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- An adaptor plug
- Sunscreen and a sealable water bottle

What not to bring

- Do not bring -any plants or animals into NZ.
- Any food which is unsealed. To protect the environment NZ has very strict rules about what food and plants. Any unsealed food will be found at immigration and there is a heavy penalty if you try to hide the food.
- Any fruit or vegetables, fish or meat
- Any equipment used with animals
- Any camping gear, golf clubs and used bicycles.

Passengers, who fill out the Quarantine section of the declaration card incorrectly, risk an instant fine of \$200. This is in addition to the prospect of a fine of up to \$100,000, or a prison term of up to five years for serious breaches of New Zealand Bio-Security laws. Please see the New Zealand Customs Service website for more details:

<http://www.customs.govt.nz/index.htm>.

What is a 'homestay'? What can you expect?

The role of the host family is to provide students with a warm friendly and authentic taste of New Zealand family life. This is done through allowing the student to participate in normal, day to day family activities. The family provides a rich context to the learning experience.

No two homestays are the same. New Zealand is a young country with a wonderful diversity of people and cultures. The types of families, homes and relationships are all very different but our homestays offer the same common ingredients:

dunbarhomestay@xtra.co.nz. Tel: (9) 480 1900 dunbarhomestay.ac.nz



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1. Comfort
2. Communication
3. Care

Comfort

The minimum your accommodation will include is:

- A well lit, comfortable room that is well ventilated, warm in winter and cold in summer
- Storage for clothing and personal items
- A desk suitable for study and homework
- Access to laundry, or laundry done regularly
- Clean bedding at least once a fortnight
- Half board – breakfast and dinner on weekdays, 3 meals a day at weekends or
- Full board – 3 meals day, 7 days per week

Transport

Your homestay will show demonstrate how to get to your school on time for the first day of study. They will help you with the route and getting tickets for the first day's journey.

All Dunbar homestays are within easy reach of public transport and city links

Food

The homestay will provide you with 2 meals a day, breakfast and an evening meal. Breakfast is usually a 'help yourself' meal which the host family will show you how to prepare.



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The time of the evening meal varies from family to family so check when you arrive. The meal will be the main meal of the family's day and is usually eaten with the family. Make sure you let the family know if there are any foods you don't like or can't eat.

If you want to make lunches the family will usually make some cupboard space for you to store your own food. Don't use the homestay food for your lunches.

Laundry

This varies from family to family. Some families do all the washing in the house at the weekend whilst others leave it to individuals. Laundry includes washing and drying but do not expect your clothes to be ironed – this is up to you.

Showers/Baths

Most NZ families use the shower more than the bath. You will be asked to keep your shower to a maximum of 10 minutes a day. This is for a number of reasons:

- Hot water tanks are not large so there is often not a lot of hot water
- Heating water is expensive
- Water is expensive
- Short showers are better for the environment

Heating

Kiwi homes are often poorly heated and insulated so bring a warm sweater with you if its Winter.



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Telephone

Calls within Auckland are usually free. However, if you numbers that start 021/027 are mobile numbers and are expensive in NZ. Numbers that require the 09 prefix are also charged. Ask permission before using the phone and try to keep your calls to 10 minutes max. Ask you family and friends not to call after 8.30 as this is considered quite late, after this might disturb the family. It is a good idea to bring your own phone and buy a local SIM card.

Many families now have computer wireless and broadband internet access. Please don't down load stuff without agreement from the family as you may push over the allowance which can be costly.

Security

You will be given a house key and briefed on how to use the alarms etc. Make sure that you lock up when you go out. If you are going to be out later than usual or will miss a meal make sure you let the family know in advance. Don't bring visitors to the house without prior permission.

Alcohol, smoking and drugs

Policies on alcohol vary with each family. You may be offered wine with meals. We would suggest that if you regularly drink with your homestay that you buy a replacement bottle of wine or beer from time to time.

Many NZ people don't smoke and if they do it is outside the house. If you smoke, check with your family before smoking inside.



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Drugs. As with excess alcohol, the family has the right to refuse you entry if they believe you are using drugs. The best advice when travelling is don't touch them – it's high risk whichever way you look at it

Tips for settling in.

Give the situation some time. If you have flown from abroad you might have jet lag, a bit of culture shock and find that your English skills seem to have diminished! All these factors build up. Don't stress, just focus on relaxing, catching up on your sleep and gently finding your way around. Your host family is fully aware that the first week or so can be a little strange. Avoid hasty judgments

Talk to you family. Ask questions about New Zealand. They will love to tell you about our country. Bring some photos of your own family, friends and home to talk about.

Spend time on daily routines. Offer to help around the house and share the daily life of the family. Participate in activities and try to do new things. Offer to make dinner sometimes. Kiwi people usually love food from other countries. Spend time keeping your room clear and tidy.

Don't be shy about speaking English. No one expects you to speak perfect English - if you did we wouldn't have met you! It's more important to communicate than to worry about a few language errors

Be polite. Tell your hosts if you will not be home for meals or if you are going to be late. Also plan weekends in advance so that you no one is disappointed. If you go out with the family you are responsible for your own costs.

Communicate as much as you can. Host families will encourage you to participate in family life, which includes discussing the day, local and national events and social



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activities. . It may be hard in the beginning to talk to new people but its worth persevering.

Good communication topics/strategies are:

- Talking about the day at school, classmates and teachers
- Family life in your country. Bring photos of your family to give a talking point
- Ask for help with your homework
- If you have a difficult situation coming up – e.g. opening a bank account, negotiating the bus etc as the family to help you rehearse and practice
- Go out to family events, church or clubs
- Cook together
- Offer to walk the dog
- If there are children in the family offer to read aloud a story
- Play card or board games with the family

If I am not happy/Satisfied with my homestay

If you are not satisfied with your homestay the first step is to try talking to the homestay. Many simple and easily solved problems can be solved with a quick conversation. Misunderstandings can easily arise from our different cultures and experience. Remember too to wait for at least a week which is about the time you need to settle in and ‘find your feet’.

If you still feel unhappy or dissatisfied contact us at Dunbar and we will do all we can to help you. In the case of abuse or inappropriate behavior you will be removed immediately



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Useful Contact Numbers

EMERGENCY CALLS

111

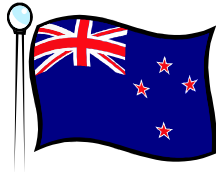
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09 418 1900/ 021 260 60 99

<p>NZ Immigration Service</p> <p>450 Queen Street</p> <p>Auckland. P</p> <p>Phone: 914 4100</p>	<p>Asian Health Support Service</p> <p>North Shore and West Auckland</p> <p>Phone: 483 8314</p>
<p>Lifeline and Interchurch counseling services</p> <p>95 Great South Road</p> <p>Epsom</p> <p>Tel 522 2999 (24 hours)</p>	<p>Outline – gay and lesbian information and counseling line\</p> <p>Phone: 303 3584</p> <p>http://www.gayline.org.nz/</p>
<p>Gamblers Anonymous</p> <p>Phone: 0800 654 655</p>	<p>Alcoholics Anonymous</p> <p>Phone 0800 229 6757</p>

Useful websites

New Zealand Tourist Board	http://www.newzealand.com/travel/International/
What's on in Auckland	http://www.aucklandcity.govt.nz/whatson/events/
NZ Maps	http://www.newzealand.com/travel/destinations/new-zealand-map/interactive_map_home.cfm
Maori Culture	http://www.newzealand.com/travel/about-nz/culture/culture-maori-culture.cfm
NZ Statistics	http://www.stats.govt.nz/default.htm
Language schools/courses	http://www.englishnewzealand.co.nz/



New Zealand/Aotearoa and the Treaty of Waitangi

To understand the history of New Zealand or 'Aotearoa', you need to know about the Treaty of Waitangi.

The Treaty of Waitangi

- Was signed between the Maori inhabitants and the British government in 1840
- Agrees that Maori and other New Zealanders should work together as partners
- Protects Maori property, customs and culture
- Encourages Maori to find Maori solutions to serious problems

That means, at school we all must:

- Respect each other's cultures
- Never make racist remarks
- Recognize the special place of Maori and Maori heritage (Maoritanga) in New Zealand/Aotearoa today
- Learn in the classroom about the Treaty of Waitangi

And it means that, outside the classroom we must:

- Accept the 'two cultures' policy of modern New Zealand life
- Tolerate and try to understand different cultures
- Respect the law and life-styles of New Zealand/Aotearoa

You must also be careful of New Zealand's natural resources. *This is very important.* Many plants, animals, fish and shellfish are strictly protected. You cannot remove them. For



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example, you cannot take any plants, animals, or minerals from a national park. Also, some fish and shellfish can only be caught in small amounts at certain times of the year. So be very careful! If you break these laws, you may be fined heavily. You may even be sent to prison. You will certainly be deported from New Zealand. On a more positive note it means that you will enjoy the benefits of two very different cultures during your stay.