



# Homestay and Airport Pick up Service Frequently Asked Questions

**For UTS Insearch international students and  
UTS international students under 18**

## Introduction

UTS Insearch has an ongoing partnership with three Homestay providers: Global Experience, Homestay Australia and Australian Homestay Network.

All Homestay requests will be referred by the UTS Insearch Student Accommodation Team to one of these providers, depending on availability and preferences.

To prepare for your Homestay experience, here are some frequently asked questions.

### 1. Can my parents or other family members stay in the Homestay for the first week?

Parents or other family members cannot stay in the Homestay and must find alternative accommodation.

If someone is accompanying you, it is suggested they book a hotel while in Sydney.

### 2. What does a Homestay provide?

Homestays provide a clean and comfortable room with a desk, cupboard, bed and lamp for study.

Breakfast and dinner will be provided Monday to Friday, with breakfast, lunch and dinner on the weekend if the student is at home. Breakfast is self-serve and generally consists of coffee, tea, milk, juice, toast, spreads, cereal and fruit. Your host will show you where the food is stored and how to prepare it.

### 3. Is the internet included in the Homestay fee?

We cannot guarantee that Homestays include internet, however many homes will have at least one connection. If you want your own line we suggest you arrange wireless broadband and manage the account yourself.

If Homestay has internet available, you will be expected to pay a weekly fee directly to the host parent (maximum \$10 per week).

### 4. How far away from UTS will my Homestay be?

Homestay families are widely distributed around Sydney and the travel time to the campus may be up to 60 minutes. We recommend you send your arrival information and Homestay request as soon as possible.

### 5. How can I extend my Homestay booking?

UTS Insearch can arrange Homestay until your 18th birthday.

If you are over 18 and would like to extend your stay with your current host family, please advise the Homestay provider or UTS Insearch Student Accommodation Team by emailing [accommodation@insearch.edu.au](mailto:accommodation@insearch.edu.au)

### 6. What nationality are Homestay hosts?

Our Homestay families reflect the multicultural nature of Australian society so they come from a variety of cultural and ethnic backgrounds. If you would like to be placed with a family of a specific heritage, we can try to accommodate this request however, UTS Insearch cannot guarantee this.

While we endeavour to meet all reasonable requests in terms of Homestay preferences, we ask that you embrace Australia's multicultural identity as part of your learning experience.

## 7. Can I live in student housing instead of a UTS Insearch Homestay?

UTS Housing is not available for UTS Insearch international students.

Students under 18 can only be housed in a UTS Insearch approved Homestay or student residential accommodation.

This includes Urbanest, a high quality student residence near the campus where our students receive special rates.

Information can be found on

[insearch.edu.au/accommodation](http://insearch.edu.au/accommodation) or book through [enquiries@urbanest.com](mailto:enquiries@urbanest.com)

## 8. If I am over 18, how can I find rental accommodation?

For more options, please visit [insearch.edu.au/student-life/accommodation/options-for-over-18s](http://insearch.edu.au/student-life/accommodation/options-for-over-18s) or feel free to do your own research.

More information on private rentals can be found by visiting the UTS Housing Service website [uts.studystays.com.au](http://uts.studystays.com.au)

You will need to send your letter of enrolment to register for this service.

If you experience any issues or have any questions, please contact the Housing Off-Campus Officer on

[housing.welfare@uts.edu.au](mailto:housing.welfare@uts.edu.au) or call + 61 2 9514 1533.

## 9. Can students under 18 live with a friend instead of Homestay?

Students under 18 must live in UTS Insearch approved accommodation and may not live with friends or in UTS Housing until the age of 18.

A Special Host Program application must be completed to determine if the person nominated to look after the student meets the same requirements as Homestay hosts. For more information, please email [accommodation@insearch.edu.au](mailto:accommodation@insearch.edu.au)

If a student under 18 leaves the Homestay without UTS Insearch approval, the student is breaching visa regulations, which may lead to visa cancellation by the Department of Home Affairs.

## 10. Can students under 18 travel outside of Sydney?

Students must discuss with the Student Accommodation Team and/or Homestay provider if they wishing to travel during recognised holiday periods. Leave applications must be confirmed by a UTS Student Adviser. Written permission from the student's parent/legal guardian will be required, as well as a copy of the student's flight itinerary.

If students wish to keep the room while on holiday, they are required to pay half the normal Homestay fee to hold the room. The rate is applicable for a minimum of a one week holiday.



### **11. Can students under 18 travel by taxi to the airport from their Homestay?**

UTS direct students cannot waive the initial pick up on arrival. For subsequent airport transfers, a Request to Waive UTS Insearch Approved Transport form must be submitted.

This form must also be provided if UTS Insearch students wish to use their own preferred method of transportation.

### **12. What is the application deadline for the airport pick up and Homestay arrangement?**

We must receive your flight details and Homestay requests at least two weeks prior to arrival. Otherwise a Homestay placement cannot be guaranteed.

### **13. When will I receive my Homestay arrangement confirmation?**

The Homestay provider will send accommodation details and airport pick up confirmations approximately two weeks after admission, only if full payment and Homestay preferences have been received.

### **14. Can I smoke at my Homestay?**

Smoking is not allowed at any time while indoors at your Homestay – including in your room or bathroom

### **15. How do I do my laundry?**

Your host will advise their preferences. Some hosts prefer to do your laundry for you, others will put them in the washing machine for you but you will need to hang them to dry. Others will ask you to do your own laundry. You should speak to your host when you arrive to find out.

Please understand that in Australia, most hosts will wait until you have a full load of washing, not one or two pieces at a time. Also, most hosts will not allow you to hang your washing in the bathroom or your bedroom, as it is more hygienic to dry it in fresh and sunny conditions. Follow your host's rules about where to hang your washing.

### **16. I prefer to stay up late studying when my host family is asleep. Is this okay?**

Everyone has different sleep and study patterns. You will need to determine what works best with your host, as no one appreciates being kept awake at night. Just remember that this should not impact your class attendance.



## **17. Can I change my Homestay after I move in?**

### **Can I get a refund?**

The initial Homestay booking is five weeks and non-refundable. If you have problems with Homestay, you can discuss this with the UTS Insearch Accommodation Team located in the Student Centre. We will resolve the issue or, subject to availability, move you to another Homestay.

Please refer to the UTS statement of protocol on fees and refunds here: [uts.edu.au/future-students/international/essential-information/fees-information/protocol-fees-and-refund](https://uts.edu.au/future-students/international/essential-information/fees-information/protocol-fees-and-refund)

If you want to move out, you are required to give a minimum of two weeks' notice in writing to the Homestay provider and UTS Insearch. Students under 18 must get written approval from the UTS Insearch Accommodation Team prior to moving out. If you move out without adequate notice, you will be required to pay two weeks' Homestay fees in lieu of notice.

## **18. After my initial five week Homestay booking, when am I required to pay?**

After the initial five week booking, Homestay fees should be paid to the provider by following the payment instructions in your email. It is your responsibility to ensure timely payments are made.

The Student Accommodation Team is available to answer any questions regarding payments.

## **19. Will my room have air conditioning and heating?**

Many homes in Australia are not air conditioned and do not have central heating. If the home is air conditioned, it will usually only be the common areas of the home and not the bedrooms. Heaters must be turned off when you leave the room and should never be left on overnight. The host family will provide you with suitable bedding to ensure you are warm.

## **20. What time do I need to turn down my music, finish making phone calls or stop talking on Skype?**

Curfew and quiet times need to be discussed with your host as each family is different. Generally, noise after 10pm is not appreciated. You may need to negotiate call times if you are contacting family and friends back home. Always refer to your house rules that are given to you by your host at the start of your visit.

## **21. What should I do if I'm sick?**

In case of illness or injury, please inform your host immediately. For a minor illness such as flu and cough, please go to your local doctor and/or ask your host to take you if they are available. You will be responsible for all costs, although some may be claimed back through your health insurance.

For any serious illness, your host family will take you to the local hospital to get emergency care for you. They will immediately notify your Homestay provider, UTS Insearch Student Accommodation Team, your agent and/or parents. Your health insurance may cover most of the costs.



UTS Insearch students will need to obtain a medical certificate for any time off during your normal study term when visiting a doctor and/or hospital. Please provide this to the UTS Insearch Student Centre to ensure your attendance is maintained to meet your visa requirements. This does not apply to UTS direct students.

## 22. What should I do if Homestay treats me badly?

Homestay hosts are bound by a Code of Conduct. UTS Insearch takes any complaint of mistreatment by a Homestay host very seriously and will investigate immediately. If you feel that your host has mistreated you, please visit the UTS Insearch Student Centre as soon as possible. It is open Monday-Friday from 9am-5pm and no appointment is required.

If you wish to make an appointment, visit:

[qflow.insearch.edu.au/OASIS/Home/AppointmentOptions](http://qflow.insearch.edu.au/OASIS/Home/AppointmentOptions)

Alternatively, you can email [accommodation@insearch.edu.au](mailto:accommodation@insearch.edu.au) or call +61 2 9218 8614 or +61 419 224 861 in an emergency.

