

# AHN

Australian Homestay  
Network

A project of Homestay Management Pty Ltd

*Working together to build complete  
homestay solutions.*

*December 2008*

## Girls' removal raises homestay concerns

Homestay Network general manager Tina Holland said the household, which had previously hosted 11 students through the organisation, could still host students despite the incident being reported to police. She said unless the girls press charges, the man can apply, through another homestay organisation, to host more students.

The man was...

But Elizabeth Walmsley of Oz Homestay said it was too easy to set up a homestay service.

"Just get yourself a name and set up a company, then you put an ad in the paper asking for homestay families," she said.

International Homestay Agencies, which places students in Australian cities, advises prospective hosts on its website that the agency mainly relies on their honesty at the time of application and their homes are not inspected before a student is placed with them.

On its website...

Chief executive of Child Wise Bernadette McMennamin said there was an "incredibly high risk" of sexual abuse in homestays.

She said that an industry association was a good idea, but government accreditation was preferable to self-regulation.

## AHN System Owners

- International Education Services (IES) Australia
- Pier Online – Agent Training
- University of Queensland Foundation Year Providers
- AHN - 2 years in development

## Homestay Industry Issues (May 07)

1. Need for nationally accredited processes, benchmarks and standards
2. Poor systems / processes
3. Lack of resources for supervisors of Homestay
4. Lack of support staff
5. Supply of trained hosts to deal with these issues
6. Need to educate agents

**AHN aims to address and resolve these issues**

## Australian Homestay Network

**AHN is a national network of:**

- individuals
- institutions
- organisations
- agents
- and groups

associated with the provision of quality Homestay services in Australia

## AHN Terminology

- Student
- Homestay Host (or just 'Host')
- Supervisor
- Institution or Agent (referral)
- AHN Network Account Manager
- AHN Network Administration

## What does AHN provide?

- A management system for Homestay
- National, State and Regional compliance standards
- Online training for host families
- Professional development for supervisors/providers
- Network and structure
- National branding, advertising and supply strategies
- Insurance and emergency 24/7 phone support for students and hosts

## 24 Hour Assistance

AHN Students and Hosts will have 24 hour/7 day access to an assistance line and help desk providing referrals for:

- AHN Homestay Help Desk
- Medical Assistance and Referral
- Telephone Legal Advice
- Stress & Trauma Counseling
- Interpreter Assistance
- Claim Lodgment

### Insurance Benefits - AHN Homestay Hosts

Cover up to \$10,000 for loss or damage to the Homestay Host's Building&/or Contents as a result of:

- Deliberate or Malicious Damage caused by Homestay Students.
- Loss of Homestay Student Fees should the Host's residence become uninhabitable as a result of Fire, Explosion, Earthquake, Tsunami or Storm Damage
- Illegal Use of Credit or Financial Transaction Cards up to \$5,000

### Insurance Benefits - AHN Students

Cover for the Homestay Students Belongings up to \$10,000 for Loss or Damage caused by:

- Fire Explosion & Lightning
- Earthquake or Tsunami
- Storm, Hail or Rainwater Damage
- Burglary or Theft
- Accidental Breakage of Fixed Glass
- Fusion of Electric Motors
- Food Spoilage following a Fusion event up to \$1,000
- Deliberate or Malicious Damage
- Illegal use of Credit or Financial Transaction Cards up to \$5,000
- Personal Liability up to \$10,000,000 Australia Wide

### Homestay is an essential solution

- Urgent need for:
  - better quality host pool
  - more hosts
  - quality assurance implementation
  - united industry stance
  - putting the industry in control of homestay's future
  - industry wide education
    - Institutions
    - Agents
    - Community
    - Government

Where are the Hosts going to come from?

### Demographics support Homestay

- Ageing population
- Empty nesters

= spare bedrooms

### Economy is working for us

- Australian dollar is down
- Retiree's and general households under financial pressure
- Homestay up to 2 students is non-assessable income
- Commonwealth Government is under pressure to make it easier for pensioners

## Tax ruling 2008

- ATO ruling can be found at:

<http://law.ato.gov.au/atolaw/print.htm?DocID=AID%2FAID2001381%2F00001&PiT=99991231\235958>

## Advertising for Hosts

**We have to get better at getting the message to the host market**

## Solving the suitable host shortage

- Improving advertising approach (centralised)
- Free (no obligation) training for potential hosts:
  - Online
  - In person (at home or on campus)
  - By phone
- Coordinated community campaign
  - Consistency of messages
  - Combining resources
  - Sharing of the results

## Compliance – Quality/Best Practice

1. AHN has a quality audit trail for any Department reviews relating to National Code/ESOS  
**Standard 6 - Student support services**
2. AHN offers a framework for ensuring that the accommodation for a student under 18 is appropriate  
**Standard 5 - Younger students + CAAW**
3. AHN has critical incident protocols in place with clear communication lines with qualified professionals  
**Standard 6 (6.4)**

## Homestay Dream

- A group of us had a dream
- Wouldn't it be great if we could set up homestay systems and processes that could have.....

## System Functions

- Manage new applications
- View all hosts
- View all students
- Interview Schedule
- Host assessment and training
- Interview checklist & results
- View all host availability
- Invoicing students
- Profile confirmations
- Host-Student matching
- Confirmed placements
- Transferred placements
- Cancelled placements
- Complete Study Tour management
- Confirming an Invoice
- Receipting an Invoice

Complete online trackable and auditable system to manage both students and hosts

**AHN**  
Australian Homestay Network


Guests Students Homestay Hosts Supervisors Agents

**You must be logged in to access that area**

Welcome to AHN  
About Homestay  
Join as a Student  
Join as a Host  
help

**Welcome to AHN**

You have now entered the Australian Homestay Network (AHN), a national online management system for Homestay in Australia. AHN has been created to make sure everyone involved in Homestay can have a unique, safe and enjoyable cultural experience, and that there is the highest quality of service for visiting Students and their Homestay Hosts in Australia. The AHN website is both a communication platform and a Homestay management system. It has been designed to guide users through each step of their Homestay application at their own pace, while linking them to industry leading supervision and support services throughout the period of their Homestay adventure.



Do you have a question? You should try the Homestay Host Frequently Asked Questions, or the Student Frequently Asked Questions.

Otherwise, you can [Contact AHN Here](#) or by phoning 1300MYSTAY

[Join as a Student](#) [Join as a Host](#)

Guests Students Homestay Hosts Supervisors Agents

Profile General Information Private Information Payment Ledger Placements Notes

**Suitable hosts for Candy Pink**

[Contact this Student](#)

**Student profile data:**

- Gender: **Male**
- Age: **21**
- Education Provider:
- Course dates: **Sep 17, 09 - Nov 30, 10**
- Intended homestay start date: **Sep 15, 2009**
- Placement product: **Full Service (All institutions)**
- Country of nationality: **Japan**
- Live with pets: **Yes**
- First language: **Japanese**
- Level of English: **IELTS: 5.5**
- Student smokes: **No**
- Live with children: **No**
- Live with smokers: **No**
- Requires internet: **Yes**
- Vegetarian: **No**
- Requires daily transport: **No**

[Perform advanced host/student matching](#)

Here are some other details you should check against all host matches.

**Pets:**

**Dietary Requirements:**

**Foods not eaten:**

**Medical Conditions/Allergies:**

**Disabilities/Special Needs:**

**Hobbies / Interests:**

**Other notes:**

[Perform advanced host/student matching](#)

The system matched the following Hosts

[Search again with more relaxed matching criteria](#)

Click the Host's name to view their full profile. Click the "place" icon to the right of each host to create a placement, or select one or more hosts and click continue to create a shortlist for Student feedback.

Homestay Info	Details	Preferences	Place	Shortlist
<b>Acme Host 1</b>	Host smokes: Yes Has children: No Has pets: Yes Full Service Smoking: Yes Location: [Availability]	<18s (Check status): Yes Preferred age: NA Preferred sex: Unknown Vegetarian: No Transport: No Length pref: Any	[Place]	[Shortlist]
<b>Current/Upcoming Placements:</b>	<b>Mez Joto</b> Profile: Age: 26, Sex: Female, First language: Unknown Placement: Aug 08 - Sep 08, 08 Match: [X]			
<b>Demis</b> Student	Profile: Age: 20, Sex: Male, First language: English Placement: Sep 18 - Oct 23, 08 (Pending) Match: [X]			
<b>Super Host 2</b>	Host smokes: No Has children: No Has pets: Yes Full Service Smoking: Outside Location: [Availability]	<18s (Check status): No Preferred age: [X] Preferred sex: Unknown Vegetarian: Yes Transport: Yes Length pref: Any	[Place]	[Shortlist]
<b>Current/Upcoming Placements:</b>	<b>12 Cassel Court OMSHAU</b> Profile: Age: 19, Sex: Male, First language: Vietnamese Placement: Feb 27 - Mar 27, 09 (Pending) Match: [X]			

[Continue](#)

Homestay Info	Details	Preferences	Place	Shortlist
<b>Acme Host 1</b>	Host smokes: Yes Has children: No Has pets: Yes Full Service Smoking: Yes Location: [Availability]	<18s (Check status): Yes Preferred age: NA Preferred sex: Unknown Vegetarian: No Transport: No Length pref: Any	[Place]	[Shortlist]
<b>Current/Upcoming Placements:</b>	<b>Mez Joto</b> Profile: Age: 26, Sex: Female, First language: Unknown Placement: Aug 08 - Sep 08, 08 (Pending) Match: [X]			
<b>Demis</b> Student	Profile: Age: 20, Sex: Male, First language: English Placement: Sep 18 - Oct 23, 08 (Pending) Match: [X]			
<b>Acme Host 2</b>	Host smokes: No Has children: No Has pets: Yes Full Service Smoking: No Location: [Availability]	<18s (Check status): Yes Preferred age: <18 Preferred sex: Female Vegetarian: No Transport: No Length pref: Any	[Place]	[Shortlist]
<b>Current/Upcoming Placements:</b>	<b>Mez Joto</b> Profile: Age: 26, Sex: Female, First language: English Placement: Aug 08 - Sep 08, 08 (Pending) Match: [X]			
<b>Demis</b> Student	Profile: Age: 20, Sex: Male, First language: English Placement: Sep 18 - Oct 23, 08 (Pending) Match: [X]			
<b>Acme Host 3</b>	Host smokes: No Has children: No Has pets: No Full Service Smoking: No Location: [Availability]	<18s (Check status): No Preferred age: 18+ Preferred sex: Other Vegetarian: Yes Transport: Yes Length pref: > 8 weeks	[Place]	[Shortlist]
<b>Current/Upcoming Placements:</b>	<b>Mez Joto</b> Profile: Age: 26, Sex: Female, First language: Unknown Placement: Aug 08 - Sep 08, 08 (Pending) Match: [X]			
<b>Demis</b> Student	Profile: Age: 20, Sex: Male, First language: English Placement: Sep 18 - Oct 23, 08 (Pending) Match: [X]			

Guests Students Homestay Hosts Supervisors Agents

**Add a new Study Tour**

[Back](#)

**Institution of sponsor:** Tokyo University (Tokyo) [Manage Agents](#)

**Australian Institution:** Test Institution (Canberra)

**Campus:** Test Institution (Canberra)

**Supervisor:** A Team Leader

**Title:** Tokyo October Tour

**Code:** KESZDK

**Start Date:** 20 October 2008

**End Date:** 30 October 2008

Guests Students Homestay Hosts Supervisors Agents

**The study tour has been saved**

**All Study Tours**

[Add a new Study Tour](#)

Title/Code	Dates/Product	Students Actual/Expected	Nightly rate	Extra charge per student	Quota	Invoice	Arrival
<b>Tokyo October Tou</b> KESZDK A Team Leader	Oct 20 - Oct 30, 08 Study Tour (All institutions)	Girls: 0/2 Boys: 0/1 Total: 0/3 1/5%	\$30.00	\$50.00	\$1,280.00	[Invoice]	[Arrival]

## Reporting Function

- The system is a data base which can produce reports from any field combinations selected
- This means virtual unlimited reporting options
- Ideal for data starved management

## AHN Affiliates

- Australian National University - (Canberra)
- Australian National University College - (Canberra)
- Australian Homestay Company (Sydney, Adelaide, Newcastle)
- Bond University - (Gold Coast)
- Bond University English Language Institute - (Gold Coast)
- Central Queensland University - (Gold Coast)
- Central Queensland University – (Melbourne, Sydney, Brisbane)
- Gold Coast Institute of TAFE - (Gold Coast)
- Griffith English Language Institute - (Gold Coast)
- Griffith University - (Gold Coast)
- Holmes Institute - (Melbourne)

## AHN Affiliates

- Immanuel College - (Adelaide)
- International Education Services - (Brisbane)
- Kings International College - (Gold Coast)
- Meridian - (Sydney and Melbourne)
- Monash College - (Caulfield, Clayton, Peninsula)
- Monash University - (Berwick, Caulfield, Clayton, Gippsland, Parkville, Peninsula)
- Robina High, English language school - (Robina)
- Sunshine State Surfing School - (Gold Coast)
- Swinburne - (Hawthorn)
- University of Queensland Foundation Year
- William Angliss Institute (Melbourne)

## Set Minimum Standards

- Institutions not wanting to be a supervisor but wanting to have the compliance security of AHN are making a decision to only refer students to Homestay Organisations that meet minimum criteria

## Minimum Criteria

### Homestay Supervisors minimum criteria could be:

- An online compliant and accessible/fully trackable/auditable system
- An acceptable industry Advisory Board overseeing the integrity of systems and processes
- Professional 24/7 phone support including emergency and critical incident management
- Appropriate insurances for both Hosts and Students
- Part of a Quality Assurance National Homestay Network

## In Addition

We are already established in:

- Sydney
- Melbourne
- Brisbane

Last month we launch:

- AHN Adelaide
- AHN Perth

**2009**

- AHN will be the largest supplier of trained homestay hosts in Australia
- The largest homestay student placement service

**AHN**

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**Questions and Discussion**

**AHN**

**Australian Homestay  
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***December 2008***