



AGENT INTRODUCTION



Who We Are



The Global Homestay Network (GHN) currently consists of



Launched in 2008



**NEW ZEALAND
HOMESTAY**

Launched in 2023

Who We Are



- The Australian Homestay Network (AHN) has been successfully placing students in safe, reliable and supportive homestays since 2008
- Our mission is to facilitate successful personal cultural exchanges between homestay host families and their international student guests
- AHN developed a set of world-class operating standards that are employed in every region, with every student placement
- We have placed over 80,000 students from 185 countries in homestay accommodation across Australia under these standards
- AHN has become the largest and most recognised homestay organisation for international students in Australia
- New Zealand Homestay (NZH) launched in 2023 to introduce the processes and standards established by AHN to New Zealand's international education industry
- In addition to Australia and New Zealand, our group is working to develop new destination markets

What We Offer



- Secure online Homestay Management System (HMS) with Google Translate capabilities for registering, tracking and monitoring all placements
- Schools, parents, students, hosts, agents and managers all have logins for relevant dashboards
- Local representatives to provide localised support and assist with any issues
- Compulsory host background checks, house inspections and host training for approved host families with records and data to demonstrate clearances and training has taken place
- Comprehensive online training and orientation for students pre and post arrival, including Student Orientation videos

What We Offer



- Sophisticated host/student matching process
- Professional 24/7 emergency support and critical incident strategy
- Competitive pricing with no hidden fees
([Australian](#) pricing | [New Zealand](#) pricing)
- Automated online payment services for students and hosts
- Accountable host payments to ensure there is ongoing transparency, management and accountability for all payments made on behalf of the student to the homestay host
- Comprehensive policies that meet government regulations outlining expectations and responsibilities of the student, host family and homestay provider (<https://au.homestaynetwork.org/policies/>)
- Range of products which can be tailored to suit the needs of individual students/schools – study tours, holiday homestay and support services



**The first weeks
of an international student's experience
in a new country are critical**

Why Homestay?



- Homestay is the ideal entry point for new students, providing them with the feeling and support of home and giving parents peace of mind in the student's first few weeks in a new country
- Homestay provides a local advocate to support the student after hours and in emergencies
- Properly trained and managed hosts are the key to assisting international students settle in to their new country
- Personalised one-on-one orientation (including assistance with local networks, mentoring, 'culturalisation' etc.) is key to helping international students settle in to life in Australia / New Zealand
- Homestay offers a unique cultural exchange between students and their hosts
- Around-the-clock support assures quality standards are met and potential problems are dealt with promptly and professionally
- Our experience is that well-settled international students have a more positive experience and fit in better with domestic students

Our Difference

Students in our homestays are provided with:

- personalised student / host matching to ensure compatibility
- opportunity for students and hosts to communicate prior to arrival
- pre-arrival online orientation and local orientation with homestay host
- a clean furnished room
- a supportive family environment in an established home
- bathroom and laundry facilities
- utilities and meals (according to their level of service)
- internet access



Our Difference

Students in our homestays are provided with:

- tailored homestay insurance coverage (see www.homestaynetwork.org/ahn-insurance)
- local management and onshore support throughout the entire homestay process
- professional 24/7 phone support
- English and conversational practice
- optional airport pick up service
- range of payment options including internet banking, PayPal and AliPay to keep exchange rates low



Quality Hosts



- Our network of hosts, who we consider homestay ambassadors, offer a warm and welcome living environment
- Host families share their homes and everyday lives with students, treating them like part of the family, including them in activities and supporting them on their study journey
- Homestay hosts are carefully screened to select families that focus on the student's wellbeing
- Students are matched by a trained AHN / NZH Manager to a suitable host according to the needs of the student and education provider location
- We take great efforts to ensure hosts are caring and engaged – hosts are paid in return for delivering a quality experience in line with our Homestay Standards

Insurance Coverage



Appropriate compulsory insurance cover ensuring cover for both students and hosts, including:

Student legal liability (which include damages)	\$20M
Host liability insurance for student personal injury and property damage	\$20M
Student's contents insurance covering students' personal effects within the host's home	\$10,000



**AHN HAS A LARGE HOST NETWORK
IN AUSTRALIA'S CAPITAL CITIES
AND KEY STUDENT DESTINATIONS**

**Adelaide | Brisbane | Canberra | Darwin
Hobart | Melbourne | Perth | Sydney**

Bundaberg	Newcastle	Toowoomba
Bendigo	Lismore	Townsville
Cairns	Rockhampton	Wollongong
Coffs Harbour	Sunshine Coast	
Gold Coast		

**NZH HAS HOSTS
IN MAJOR CITIES ON THE
NORTH AND SOUTH ISLANDS**



Auckland

Hamilton

Tauranga

Wellington

Christchurch

Dunedin



**A safe place to land for
O18 students**

Start With Us – Over 18s



AHN / NZH homestay can be a short or long term accommodation option for students

- Minimum 4 week stay with the option to extend
- Flexible meal packages (no meals, dinner only, 2-3 meals per day)
- Excellent “launchpad” for students to become familiar with their new city, the language and local culture
- Students do not need to sign any long-term contracts, pay a bond, or find furniture for a property themselves
- Cultural immersion through daily interaction and conversation with host family
- Students develop a local support system

Refer to our sample Start With Us packages for [Australia](#) and [New Zealand](#)

Start With Us – Over 18s



Homestay is a viable alternative in the current housing market

- Rental accommodation is currently difficult to find and more expensive compared to pre-COVID rates
- AHN has thousands of local homestay hosts across Australia close to major education providers / NZH is building a host network in major cities on the North and South Island
- Our pricing provides peace of mind with fixed rates and no hidden fees
- Homestay is a practical option when on-site housing is at capacity or doesn't cater to the specific needs of students
- Our hosts assist students to find appropriate future accommodation and avoid overpriced rentals
- Properly-managed homestay offers an easier transition to alternate accommodation once the student has settled in



**A memorable experience
for younger students**

U18s and High School Students



We understand younger students require more attention and support, so we have developed packages, policies and procedures to accommodate their special needs

- ☑ Support services specifically for younger students
- ☑ Accommodation in an approved homestay environment
- ☑ We manage the selection, recruitment and training of appropriate hosts who act as a custodian for the student
- ☑ Hosts and permanent residents of a homestay are required to obtain the relevant Working with Children Check and/or Police Check for their State/Territory and ensure these remain valid
- ☑ Hosts must agree to the extra responsibilities of hosting U18s/high school students
- ☑ Additional Code of Conduct for Under 18s

U18s and High School Students



Hosts are also trained to:

- Assist students with setting up a bank account and purchasing a mobile phone/SIM card;
- Take the time to ensure students become familiar with their neighbourhood and understand local customs;
- Offer guidance for appropriate behaviour;
- Assist in monitoring the student's curfew, wellbeing and school attendance; and
- Take responsibility for the student in the event of a critical incident and communicate details back to the student's parents and school through AHN or NZH



**Streamlined
study tour solutions**

Study Tours



- We not only set a global standard of excellence for homestay, we also offer study tour solutions
- Our team is dedicated to creating unique educational experiences for groups of all ages
- Our quality programs combined with AHN's world-class homestay services and longstanding relationships with the best education providers have helped us become the study tour specialists
- We can coordinate a study tour that consists of:
 - ✓ homestay only
(when you need accommodation to add to an existing itinerary)
 - ✓ Single and multi-destination itineraries
- Our team are available 24/7 and provide local support for the duration of the tour

Agent Benefits



1. Extend your global brand, reputation and network
2. Fair and competitive commission rate paid quarterly
3. We have established partnerships with more than 240 education providers across the ELICOS, vocational, primary school, high school and higher education sectors including top ranking universities
4. Full online access to track applications, view live commission data and comprehensive reporting
5. Fewer incidents with increased staff support onshore
6. Ensure international students achieve a better 'international student experience'
7. Provide students with appropriate support and accommodation in an approved homestay environment
8. Partner with the market leader in homestay standards

Homestay is Good for Business



- Homestay is becoming more popular with overseas families and thus a homestay option for students may make your institution more marketable
- AHN and NZH offer a high-quality homestay and welfare solution for your incoming students, fulfilling duty of care obligations and complying with government regulations
- AHN and NZH specialises in homestay, so we have significant resources and expertise to recruit and build a database of quality hosts to service the needs of incoming students
- The relationship between your institution and AHN and NZH is a compelling orientation and recruitment tool for admissions officers and agents
- We primarily serve tuition paying students
- Homestay can be packaged with ESL to further deliver an immersion to Australia and New Zealand

Your Role as an Agent




- Our agent partners play an integral role in managing a student's journey
- We have an Agent Agreement outlining the services provided by AHN / NZH, the expectation of service by you and the commission available to you (please contact us for a copy if you would like to partner with us)
- As a contracted partner you will have access to the Agent Portal where you can submit and view guest applications, generate reports, track commission, etc.
 - You can opt in to partner with AHN, NZH, or both
 - Each brand has its own Agent Portal, however, a single login will provide access to both Portals
- We can also create a customised landing page where you can direct students to complete their own applications

Agent Portal – HMS Dashboard



AHN Homestay Management System
Australian Homestay Network

Home Menu ▾  Test Staff ▾

Select Language ▾

Guests **Commission** **Policies**

Orientation **Reports**

Your places
1. Test Agent - Beijing - Beijing

Emergency Contact Details
1300 69 7829 or 61 2 8905 0321

Files (1 total)

Oct 01, 2019 - Copyright © 2019 - Homestay Management System - v2.6.4

The dashboard features a red header with the AHN logo and navigation links. Below the header, there are five main menu items: Guests (blue square with person icon), Commission (red square with dollar sign icon), Policies (dark blue square with document icon), Orientation (olive green square with location pin icon), and Reports (white square with document icon). On the right side, there is a language selection dropdown, a 'Your places' section listing 'Test Agent - Beijing - Beijing', an 'Emergency Contact Details' section with the phone number '1300 69 7829 or 61 2 8905 0321', and a 'Files (1 total)' section. The footer contains the date and version information.

Agent Portal – HMS Dashboard



Guests: see a list of the guests (students) whose applications you have submitted and submit an application for a new guest

Commission: if you are a contracted agent, clicking this tile will show how much commission is payable to you for the current period, any outstanding commission for previous periods, and any commission that has already been paid

Policies: review policies relevant to applying for and commencing homestay with AHN / NZH, as well as any other relevant policies and procedures

Orientation: view the information that your guests must read and understand in preparation for homestay with AHN / NZH

Reports: you can run detailed reports relating to guests (Active Placements Report), homestay placements (Placement Summary Report) and commission (Commission Report)

Files: allows you to view any files that have been shared with you, which may include information from your guest's Education Provider

Agent Partner Landing Page



AHN

Australian Homestay
Network

[HOME](#) [ABOUT](#) [HOSTING](#) [STUDENTS](#) [SCHOOLS](#) [PARTNERS](#) [STUDY TOURS](#) [LOCATIONS](#) [CONTACT US](#) [LOGIN](#)

STUDENT INFORMATION

Aoji Education Australia in association with Australian Homestay Network (AHN)

aoji 澳际·澳洲
.com.au

AHN
Australian Homestay
Network

APPLY NOW

Aoji Education Australia is the platform that intends to provide a one-stop solution to the students. Its offerings are directed to international students that aspire to study across the globe. With the network of educators, recruiters and service providers worldwide connected to provide quality offerings ranging from pre-landing to post-landing services.

AHN homestay hosts will help you to settle into life in Australia so you have the best start to your study journey.

Why students choose AHN

AHN has been commended by the Australian Government for our superior standards of service. We offer students a better quality and more secure homestay experience. Our program includes:

- Homestay management and support throughout the entire homestay experience
- Extensive national background checks for hosts
- Student support services
- Comprehensive online training and orientation

Applying for homestay is easy:

1. Student application is submitted online
 - nominate city, institution and preferred package
 - optional Airport Pickup (APU)
2. AHN / NZH sends welcome email and initial quote for payment
 - Matching Fee + Weekly Fee for 4 weeks (+ APU Fee if requested)
3. Student / agent pays the quote
 - agent may choose to pay the quote and invoice student separately
4. Automated receipt emailed

The Process



5. Local office to assist with agent requirements regarding:
 - confirmation of placement timing for student (to assist with visa or parent enquiry)
 - other specific student requirements
 - arrival information must be provided before we can confirm placement details
 - if the agent has entered the student email address at application, the student can log in to the AHN / NZH system and update their profile (this is the preferred approach)
6. Local office matches student with a suitable host
 - confirmation of placement, including host details, is emailed to the agent / student
7. Student arrives in Australia or New Zealand – transferred to host's home via APU or self transport
8. Host welcomes student

If you are already contracted

with the Australian Homestay Network (AHN) / New Zealand Homestay (NZH)

- ◆ Log in to your AHN / NZH account to submit guest applications through the Agent Portal – the relevant local office will contact you to manage each application
- ◆ Email agents@homestaynetwork.org for system support, price lists, marketing materials, contract enquiries and general questions

If you are not yet contracted

with the Australian Homestay Network (AHN) / New Zealand Homestay (NZH)

- ◆ Visit homestaynetwork.org/agents/contact/ to request an Agent Agreement
- ◆ Email agents@homestaynetwork.org to schedule a Zoom call to discuss partnership opportunities