



Issue 4 | August 2018

## **HOT TOPIC** **Host Re-certification**

**You need to complete the following process before we can offer you any future student placements.**

### **The process:**

***Check your profile to make sure your details are up to date and update as needed***

***Review all AHN policies***

***Answer a few questions to ensure you understand our key procedures***

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### **Food Chat...**

### **Office Messages**

#### Queensland

##### ***Brisbane***

- A warm welcome to all our new hosts this year. There are a lot of you and we are pleased to have you on board. Thank you to the hosts who have taken on one of our current study tour students and to those of you taking on students arriving in the next week for our August intake.
- We are looking for hosts who are able to accept a short term study tour student and who are able to provide daily drive into the CBD. Please email [\*\*brisbane@homestaynetwork.org\*\*](mailto:brisbane@homestaynetwork.org) if you are interested for more details.

##### ***Townsville***

- Now open for business and offering homestay students



[Recipe here.](#)

We all love a good recipe. Especially when it's quick, easy and feeds a family. Our pick this quarter:

### **Chicken & Asparagus Crustless Tart:**

This dish makes a brilliant midweek supper, but is equally good served cool the next day as a lovely lunch!

Thanks Jamie Oliver!

## ***Incase you've forgotten...***

### **Facebook Reviews...**

We'd love to hear your thoughts about AHN and how we're going. Please pop over to our Facebook Page to leave a review.

### **Visitors...**

If you're having guests stay in your home, while a student is present, those guests must have a current working with children's check in place and abide by the relevant states' laws. Please ensure you advise your local office of anyone staying in your home so we can make record of it in our system.

### **Host Resources Page...**

Remember to keep an eye on the [resources page](#) we've created for hosts, it's always being updated with new content. If there's anything you'd like to see on there, please send your suggestions through to us by [email](#).

the opportunity to study ON the Great Barrier Reef with the JCU, ranked No.1 in the WORLD for Marine Science.

## ***Gold Coast***

- We have welcomed some wonderful new staff members to the team: Lorena and Yuliana
- The number of students arriving on the Gold Coast continues to grow - we have placed over 1,000 during the past 12 months.

## **South Australia**

- We're very excited to announce the arrival of Courtenay's baby Gwendolyn, born on 29/6. Isn't she a cutie!



- Courtenay is away for the remainder of the year, so we'd like to introduce Abbas, who will assist Toni in her absence. Please make Abbas feel welcome when you speak to him.



- We have 3 study tours booked in already for Jan, Feb, and March next year, and are looking for approx 85 hosts to welcome our Japanese guests to Adelaide. They are all individual placements. If you are interested, please email us at [adelaide@homestaynetwork.org](mailto:adelaide@homestaynetwork.org)
- IMPORTANT NOTICE: we are working on the re-inspection interviews as part of our responsibility to our Education Providers under the National Code, and we would appreciate hosts making themselves available

## AHN Blog...

We are always looking for hosts to share their experiences with us and have started an AHN Blog, where you will find our hosts and students who have written short pieces for us. If you'd like to contribute please send your blog and photos to us via email.

[You can see the blogs here.](#)

## Gentle Reminders...

1. Please ensure you provide your student with a key
2. Heating - we have so many issues with hosts not turning on the heater during winter and inadequate temperatures in the house. Please remember students are not used to cold weather - leaving the temperature gauge on a certain temperature at all the times (22-23 degrees) will use less energy compared to switching off and on throughout the day.
3. Please adhere to curfews for our U18 students. If the student is breaking this rule, please contact AHN
4. Open communication policy with the student is always best.

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## New Private Host Facebook Group

We received a number of requests from hosts' for a Facebook group, so ideas can be shared and issues discussed. This has been created and will work similar to our system forum.

If you haven't do so already - you can request to join the group - it has been made private to ensure it is AHN hosts only, therefore you'll need to provide your AHN profile details (name and email address) so we can cross

when Abbas contacts them.

## Western Australia

- We have welcomed Tracy into our team as our Service Delivery Manager. She joins Sammy (Host and Placement Coordinator) and Shani (Placement Coordinator)
- There are 2 upcoming tours arriving in August we are still needing hosts for. If you are available to host for either a Canning College or Murdoch Institute of Technology tour, please email us at [perth@homestaynetwork.org](mailto:perth@homestaynetwork.org)

## Melbourne

- As you may be aware there has been some recent changes within the leadership team at AHN. I have been in the background at AHN for a few years, providing technical support; I am excited about the next stage of growth at AHN Melbourne. Our strategic focus over the next 12 months is to deliver an unsurpassed customer experience (CX) for students, schools and hosts - leveraging our technology platform to make administration seamless and enable the team in the office to focus on our CX values. Lastly but equally importantly is our commitment to national standards compliance, which is constantly at the forefront of our operations. - Cris Rey - General Manager Vic, ACT, NSW, Tas
- We're excited to introduce a number of new team members including Student Placement Coordinators, Taf, Angelique and Michael as well as our Host Coordinator, Sarah.

## Sydney

- We have finalised our contract with UTS Insearch and looking forward to placing students for the October intake.
- UNSW Global has a great result with Sydney team placing 40 placements in the month of August.
- Sydney is showing great results in the past 6 months with 20% growth compared to 2016 same period.

## Canberra

- The University of Canberra has placed 5 study tour groups with AHN and more study tours to come in the following months. They ceased their study tours for some time and now reconnected with Universities in Korea and Japan.
- Canberra continues to grow with 13% increase in placements with 2017

## Lismore

- We have placed the highest number of students with Lismore this peak in August and September with 130 students coming from Japan and 1 new study tour from China.

## Darwin

check in our system then your request will be approved.

There are already a number of members using it appropriately. Posts are monitored so please ensure you are polite when posting within the group - we will not tolerate any members criticising others, etc. It is a place to share your experiences and ideas and we look forward to more of you joining.

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***Remember to follow us on our social pages...***

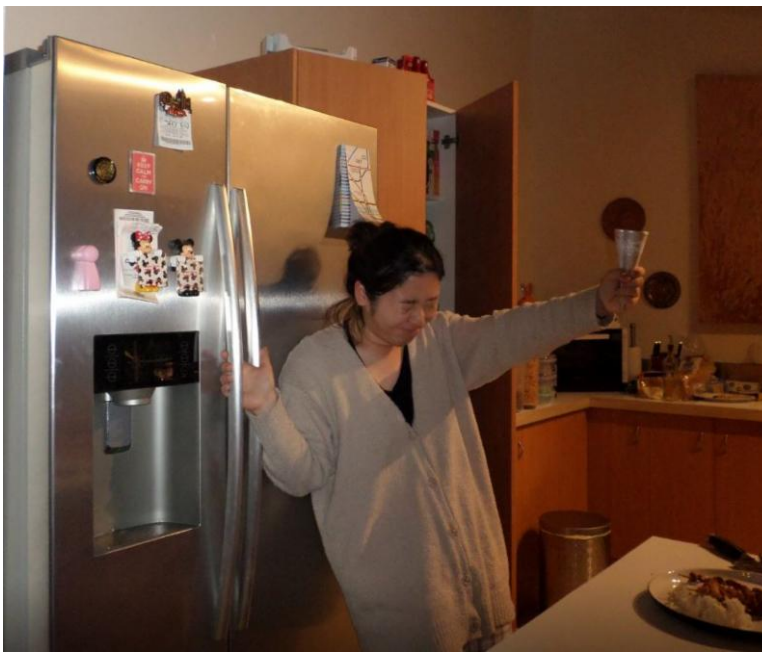


- Darwin has had a gradual establishment within the region over the last 6 months, with some effective marketing being done across multiple platforms / formats.
- The AHN Darwin / NT Launch is upcoming on Tuesday 7th August, with David and Julie attending alongside myself and Clair (AHN Darwin team)
- To date, Darwin has seen 6x times more guests applied to AHN and 4x more placed since March 2018, then what we had at the beginning of 2018.

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## **Our Favourite Snaps...**

### **Ice Cream!**



Yebeen from the Gold Coast looks pretty excited about her Drumstick!

### **Aussie Aussie Aussie!**



Yi from Noble Park practising his Aussie BBQ skills, and he looks like a natural!

**Gorgeous!**



Our Southern Cross University students from Lismore are pretty chuffed with the new member of their family!