

Agent Update

Australian Accommodation Solutions

*The best way
for international students to
begin their post-COVID study journey*

Published by

AHN
Australian Homestay
Network



Australia has an Undersupply of Student Accommodation

- Post-COVID, Australia is experiencing a rental crisis
- Many cities have record high rents and the problem is predicted to worsen
- International students will need extra onshore support
- Agents need to form partnerships with appropriate accommodation organisations
- This will maximise the opportunity for students to secure best-value accommodation
- The Australian Homestay Network (AHN) works with agents to ensure students:
 - are welcomed and arrive safely
 - have access to appropriate support
 - can use AHN local support networks to solve future accommodation needs
- This service is free to AHN partner agents



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

The Best Arrival Accommodation for Students


Hosted, Welcoming Accommodation

- Real Aussie experience with a welcoming host family
- Safe, secure and friendly start
- Students have a local support network and become part of the community
- Thousands of local homestay hosts across Australia close to major education providers
- Perfect for over 18s – first 4 weeks
- Easy transition to long-term housing
 - AHN hosts assist students to find appropriate future accommodation and avoid overpriced rentals
- No long-term contracts or bond required
- Value for money (range of packages including meal options)
- Peace of mind with fixed rates and no hidden fees
- Daily English practise and cultural immersion
- Furniture, utilities and WiFi are included

Other Benefits of Hosted Accommodation

A properly-managed hosted accommodation program provides:

- Personalised student / host matching to ensure compatibility
- Opportunity for students and hosts to communicate prior to arrival
- Pre-departure online orientation
- Local orientation with homestay host
- Ongoing monitoring of the placement
- Appropriate contents and liability insurance for students and hosts
- Transparency and 'real time' agent access through an online booking system
- Local representatives to provide students with onshore support
- Compulsory background checks, home inspections and training for hosts
- Professional 24/7 emergency support
- Commission incentives for partners who refer paid student placements

A stylized map of Australia with a light blue background and white outlines of the coastline and major cities. Several blue circles of varying sizes are placed on the map to indicate the locations of AHN hosts. The largest circles are located in the southeast (Melbourne, Sydney) and southwest (Perth). Smaller circles are scattered across the eastern and southern coasts, and one is in the north (Darwin).

AHN HAS HOSTS IN AUSTRALIA'S CAPITAL CITIES AND KEY LEISURE DESTINATIONS

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

Bundaberg

Gold Coast

Sunshine Coast

Bendigo

Newcastle

Toowoomba

Cairns

Lismore

Townsville

Coffs Harbour

Rockhampton

Wollongong

The AHN Process for Agents

Applying for AHN homestay is easy:

1. Submit student application online
 - nominate city, institution and preferred package
 - optional Airport Pickup (APU)
2. AHN 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 AHN Process for Agents

5. Local AHN 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 system and update their profile (this is the preferred approach)
6. Local AHN office matches student with a suitable host
 - confirmation of placement, including host details, is emailed to the agent / student
 - details regarding COVID requirements for the placement location per office are provided by AHN
7. Student arrives in Australia – transferred to host's home via APU or self transport
8. Host welcomes student

Next Steps

If you are already contracted with the Australian Homestay Network (AHN)

- ◆ Log in to your AHN 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)

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

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