

**AHN**

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**Australian Homestay  
Network**

# **Introducing the Australian Homestay Network**

- The Australian Homestay Network (AHN) has been successfully placing students in safe, reliable and supportive homestays since 2008
- AHN is part of the Global Homestay Alliance which also includes StudentRoomStay, the Canadian Homestay Network and New Zealand Homestay (estimated launch Q4 2022)
- Our mission is to facilitate successful personal cultural exchanges between homestay host families and their international student guests
- AHN has developed a set of world-class operating standards that are employed in every region, with every student placement
- We have placed over 63,000 students from 183 countries in homestay accommodation across Australia under these standards

# A Partner You Can Trust

- We have received acknowledgement and commendation for 'appropriate' standards from industry bodies and in two Australian Government inquiries
- Over time our group has become the largest and most recognised homestay organisation for international students in Australia
- AHN has thousands of formal relationships with education providers, education agents and industry groups worldwide
  - Our newest [partnership with AEAS and ISA Student Advocates](#) provides a pathway for U18 international students to live and learn in Australia



- 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 in all operating regions 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 a Student Orientation video available in English and Chinese:
  - English (<https://homestaynetwork.wistia.com/medias/6uiflxumkk>)
  - Chinese (<https://homestaynetwork.wistia.com/medias/xvuy79r38v>)

# What We Offer



- Sophisticated host/student matching process
- Professional 24/7 emergency support and critical incident strategy
- 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/>)
- Staff trained in Child Safe Standards
- Range of products which can be tailored to suit the needs of individual students/schools – My Virtual Homestay, study tours, holiday homestay and support services
- Virtual Homestay English can also be offered to students who require support to become “English ready” for successful admission in the future



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

# Why AHN 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
- 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

# The AHN Difference

Students in AHN 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





# The AHN Difference

Students in AHN homestays are provided with:


- tailored homestay insurance coverage (see [www.homestaynetwork.org/ahn-insurance](http://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 Homestay 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 Manager to a suitable AHN homestay host according to the needs of the student and education provider location
- AHN takes 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



**AHN HAS HOSTS  
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		



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

# Start With Us – Over 18s

AHN homestay can be a short or long term accommodation option for students (refer to our [Start With Us](#) program)

- 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 Australian 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

# Start With Us – Over 18s

- AHN homestay is a viable alternative in Australia's 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
  - AHN 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
  - AHN hosts assist students to find appropriate future accommodation and avoid overpriced rentals
  - AHN homestay offers an easier transition to alternate accommodation once the student has settled in



**A memorable experience  
for younger students**

# Additional Support for 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
- ☑ AHN manages 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



# Additional Support for 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



**Streamlined  
study tour solutions**

- 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)
  - ✓ homestay + education + activities
  - ✓ Single and multi-destination itineraries
- Our team are available 24/7 and provide local support for the duration of the tour

# Partnering with AHN

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 in Australia including top ranking Group of Eight universities
4. Full online access to track applications, view live commission data and comprehensive reporting
5. Fewer incidents with increased AHN 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 offers a high-quality homestay and welfare solution for your incoming students, fulfilling duty of care obligations and complying with government regulations
- AHN 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 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

# 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, 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 be provided with access to the AHN Agent Portal where you can submit and view guest applications

If preferred we can provide a customised landing page where you can direct students to complete their own application

# AHN Agent Portal – HMS Dashboard



**AHN** Homestay Management System Home Menu ▾ ✉ Test Staff ▾

Australian Homestay Network

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



**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, 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

**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

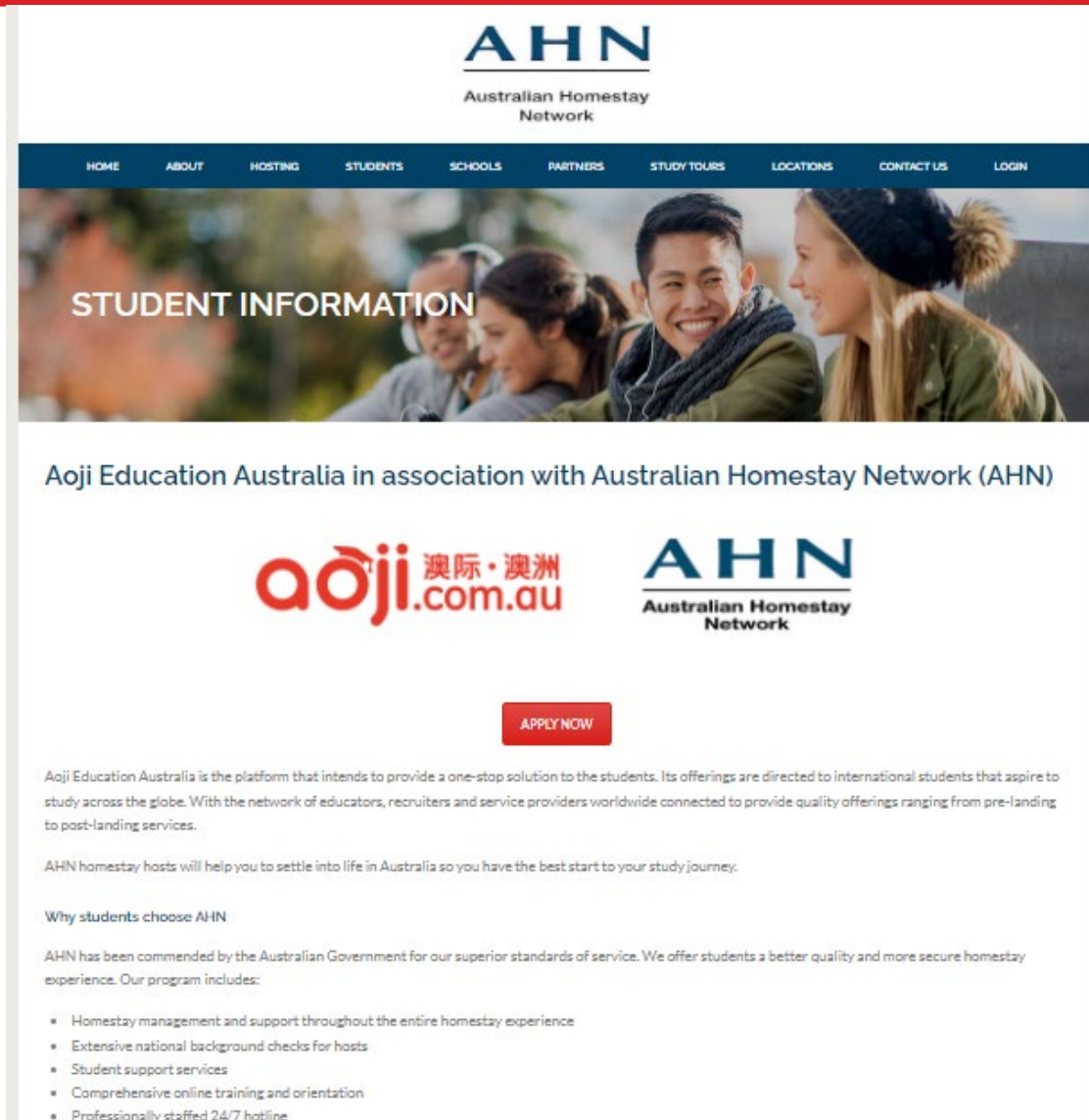
# AHN Agent Portal – HMS Dashobard

Translate HMS into another language on any page by clicking 'Select Language' and choosing your desired language from the dropdown

The screenshot displays the AHN Homestay Management System dashboard. At the top, there is a red navigation bar with the AHN logo and the text 'Homestay Management System'. To the right of the navigation bar are links for 'Home', 'Menu', an email icon, and 'Test Staff'. The main content area features a 'Home' heading and a 'Select Language' dropdown menu. The dropdown menu is open, showing a grid of languages. 'Chinese (Traditional)' is highlighted with a blue box. Below the language list, there are two large buttons: 'Orientation' with a location pin icon and 'Reports' with a document icon. A 'Files (1 total)' button is also visible at the bottom right.

Select Language	
Bulgarian	Esperanto
Haitian Creole	Italian
Latvian	Myanmar (Burmese)
Scots Gaelic	Swahili
Welsh	
Afrikaans	Catalan
Estonian	Hausa
Japanese	Lithuanian
Nepali	Serbian
Swedish	Xhosa
Albanian	Cebuano
Filipino	Hawaiian
Javanese	Luxembourgish
Norwegian	Sesotho
Tajik	Yiddish
Amharic	Chichewa
Finnish	Hebrew
Kannada	Macedonian
Pashto	Shona
Tamil	Yoruba
Arabic	Chinese (Simplified)
French	Hindi
Kazakh	Malagasy
Persian	Sindhi
Telugu	Zulu
Armenian	Chinese (Traditional)
Frisian	Hmong
Khmer	Malay
Polish	Sinhala
Thai	
Azerbaijani	Corsican
Galician	Hungarian
Korean	Malayalam
Portuguese	Slovak
Turkish	
Basque	Croatian
Georgian	Icelandic
Kurdish (Kurmanji)	Maltese
Punjabi	Slovenian
Ukrainian	
Belarusian	Czech
German	Igbo
Kyrgyz	Maori
Romanian	Somali
Urdu	
Bengali	Danish
Greek	Indonesian
Lao	Marathi
Russian	Spanish
Uzbek	
Bosnian	Dutch
Gujarati	Irish
Latin	Mongolian
Samoan	Sundanese
Vietnamese	

# Agent Partner Landing Page



The screenshot shows the AHN website's agent partner landing page. At the top, the AHN logo and 'Australian Homestay Network' are centered. Below is a dark blue navigation bar with links: HOME, ABOUT, HOSTING, STUDENTS, SCHOOLS, PARTNERS, STUDY TOURS, LOCATIONS, CONTACT US, and LOGIN. A large banner image features a group of diverse young people smiling, with the text 'STUDENT INFORMATION' overlaid in white. Below the banner, the text reads 'Aoji Education Australia in association with Australian Homestay Network (AHN)'. This is followed by the Aoji logo (aoji.com.au) and the AHN logo. A red 'APPLY NOW' button is centered below the logos. The main content area contains three paragraphs: a general description of Aoji Education Australia's services, a statement about AHN homestay hosts, and a section titled 'Why students choose AHN' which lists five benefits of the program.

**AHN**  
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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.com.au** 澳际·澳洲

**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
- Professionally staffed 24/7 hotline

# The Homestay Booking Journey

## Applying for AHN homestay is easy:

1. Student application is submitted 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

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

# Resources and Contacts

- Homestay Pricing [2022](#) and [2023](#)
- Start With Us [Landing Page](#) and [Flyer](#)
- [AHN-ISA Partnership Flyer](#)
- [My Virtual Homestay](#)
- [Virtual Homestay ENGLISH](#)
- [Agent Flyer](#)



## **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](mailto: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/](https://homestaynetwork.org/agents/contact/) to request an Agent Agreement
- ◆ Email [agents@homestaynetwork.org](mailto:agents@homestaynetwork.org) to schedule a Zoom call to discuss partnership opportunities