

Homestay handbook for students

University of Otago homestay



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Welcome to Dunedin

Congratulations on choosing to live in a University of Otago homestay. Homestay is available for both domestic and international residents who are looking for a catered, safe and comfortable type of accommodation.

As a resident living with a registered host family of the University of Otago you have full support from the homestay office staff.

Living in a homestay within the community introduces you to a whole new experience while living in Dunedin. You now have the opportunity to become accustomed to daily life within your home setting. As you get to know your housemates/hosts, you have an opportunity to become inclusive within that home or be as independent as you wish.

If you are at university level, we encourage you to attend events run by the University of Otago Locals programme, as this will help you join in with activities shared by residential college residents.

Your host family has been selected by our institution because they understand each resident is unique and will help you settle easily into a new city and environment.

In homestay you will be respected as a young adult. We encourage you to treat both the people in the home and the physical home you are staying in with respect and consideration at all times.

You may not previously have experienced a living situation in which you have such a



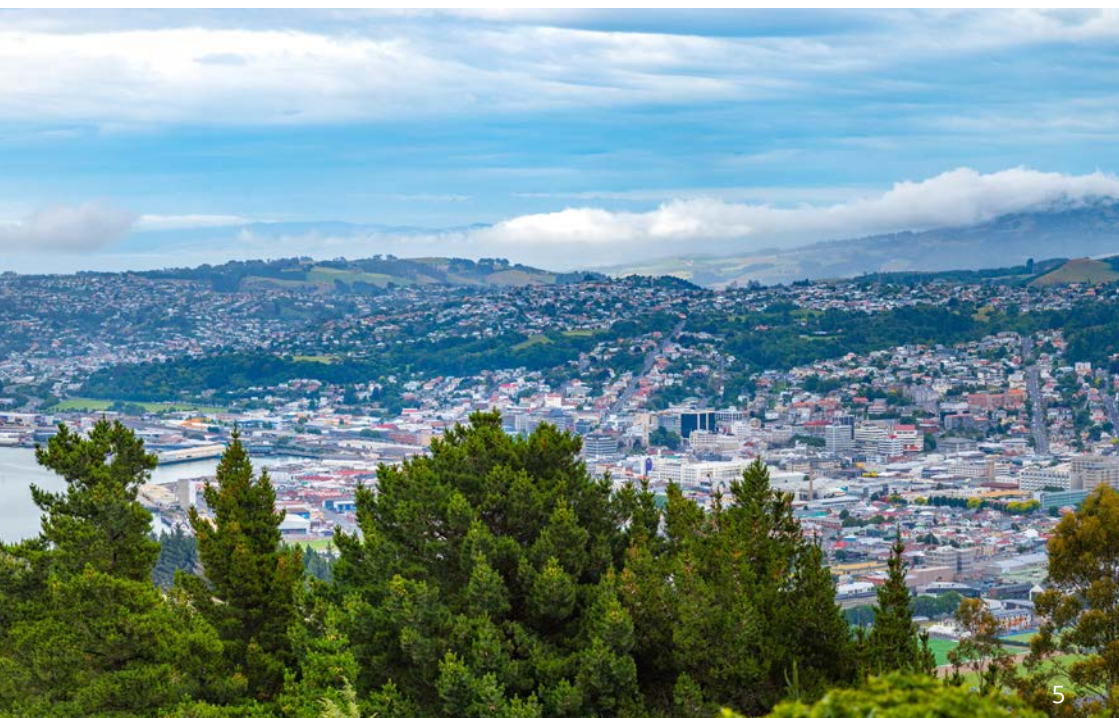
close level of contact with people who may have different interests and viewpoints on life.

This is merely an opportunity to learn from each other in a positive and patient way!

It is important for residents, parents and hosts to all feel happy about the homestay arrangements. Your parents can feel comforted in the knowledge that you have arrived safely and are in an environment where you can focus on your studies easily. Your home has been chosen for you based on the information you provided on your homestay application form.

We pride ourselves in offering homestay applicants a place where they may feel safe,

secure and welcomed. Host's homes are not hotels, but are caring, working home environments that offer residents a place to study, relax and thrive. Homestay homes include home-cooked meals, internet and power. Homes are well maintained and are visited by a homestay staff member every two years. Hosts are police vetted, referenced and orientated to the University of Otago homestay guidelines. All homestay applicants can be assured they will be living with good hearted people.



About our homestay service

Education and Training Act Code of Practice

Homestay provides services consistent with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice.

education.govt.nz/further-education/information-for-tertiary-students/code-of-practice-pastoral-care-domestic-tertiary/#sh-code-of-practice-pastoral-care-domestic-tertiary

Our homestay service is owned by the University of Otago and is operated through the Director of Campus and Collegiate Life Services.

Our staff



Mary Powell is the homestay manager. Mary has overall responsibility for running the homestay office and is the liaison between host families, the University and resident. Mary works full-time during the day and is available to answer any questions from residents living in homestay.



Monica Clark is the accommodation co-ordinator. Monica has overall responsibility of homestay placements, co-ordination of international student groups, and home visits to hosts to ensure all homes are compliant to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. Monica is available to answer any questions from residents in homestay and works part-time in the homestay office.

The homestay office is responsible to the University and reports to the senior warden of colleges for the administration of the homestay service and the welfare of residents. In each homestay, we endeavour to provide:

- A comfortable, safe environment.
- A quiet place for effective study.
- A home where discrimination against residents on the grounds of gender, religion, ethnicity or sexual orientation is unacceptable; as is any form of bullying, either physically, electronically or verbally.

Concern for others

Concern for others, care and support are important to us. We expect our residents to take responsibility for their own behaviour and co-operate within the guidelines so that the homestay will be a happy, inclusive and supportive environment for all.

There may be times where you are worried or concerned about a fellow resident, friend or homestay member. We encourage you to start a conversation. You don't need to be an expert to reach out – just a good friend and a great listener. Start a conversation with these four steps:

1. Ask R U OK?
2. Listen
3. Encourage action
4. Check in
ruok.org.au

We encourage you to contact a staff member if you are worried about someone or haven't seen someone for a while. You can do this by:

- Speaking to the host family.
- Campus Watch: +64 3 479 5000.
- Speaking to a homestay staff member.
- Speaking to any staff member.
- Emailing homestay@otago.ac.nz



How to contact us

Physical address:

University of Otago homestay office
University of Otago Plaza Building
130 Anzac Avenue
Dunedin 9016 New Zealand

Postal address:

University of Otago homestay office
PO Box 56
Dunedin 9054 New Zealand

Telephone:

+64 3 479 5710
+64 3 479 4184
+64 3 479 5250

Campus Watch

After-hours emergency number:
+64 3 479 5000

Email:

homestay@otago.ac.nz

Website:

otago.ac.nz/uolcfy

Facebook page:

facebook.com/UOLCFY

Hours of operation

The homestay office is open from 8am to 5pm, Monday to Friday for 50 weeks of the year with the exception of public holidays.

There is a two-week shutdown over our Christmas / New Year period.

Please note: for all after-hours emergencies, phone Campus Watch.
Campus Watch is available 24/7.



Pre-arrival

This handbook will be emailed to you prior to arrival. Please read this handbook carefully. For overseas visitors in particular, the booklet may help you understand small cultural differences between practices in New Zealand and your home country. The booklet is designed to make the transition as easy as possible for you. If you are already living in New Zealand, the booklet will explain what the expectations are in a homestay as it will be different to your own home. These guidelines will help both hosts and residents understand the fundamentals around having clear expectations of each other which enables you to live together harmoniously.

Airport pickup

Good communication regarding flight information – it's very important to get it right!

To arrange airport pickup, you must confirm your arrival details with homestay@otago.ac.nz prior to your arrival. We will then confirm with you by email once the airport pickup has been arranged.

Airport pickup is free for your first arrival into Dunedin only, and only if you are moving directly into the homestay. In this case you will be met at Dunedin airport / bus station by your host.

If you are not moving directly into the homestay after your arrival, you will need to book a shuttle from the airport to your temporary accommodation for yourself. Shuttles are available outside the main doors of the airport and will deliver you to your intended hotel. The host will then pick you up from your hotel at the pre-arranged time and drive you to your homestay.

Please note: the airport pickup service is only for resident and not for extended family members arriving with you at the airport.

Missed flights

If flights change or you miss your transfer flight to Dunedin after previously confirming with the homestay office, please let us know as soon as possible by ringing our office on +64 3 479 5710. If this happens after office hours or during the weekend, please ring your host's mobile number urgently to update them with your new arrival details. The host's mobile number is on the letter of introduction that was emailed to you previously. Otherwise your host will be waiting for your arrival as pre-arranged.

Please bring your letter of introduction with you on the plane – it contains all the contact information for your host family.

Departing Dunedin

It is your responsibility to get yourself to Dunedin airport on your departure or if taking a holiday. The most economical mode of transport is an airport shuttle, which offers a door-to-door service and may be booked online. The homestay office can provide you

with a business card for booking the airport shuttle. It is not an expectation of the host family to drive you to the airport on your departure. Note: if you are under 18 years of age you will be offered some additional support with travelling to the airport on your departure. Please ask at the homestay office.

Orientation to Dunedin buses

Your host will introduce you to Dunedin buses for the first day or two, so you are comfortable travelling to and from your place of study. After the first couple of days, you will be expected to travel on the bus independently. Host's homes are relatively close to bus stops and buses normally depart every half an hour until 6pm and hourly after 6pm. Buses typically travel from the suburb you live in to the Bus Hub in the centre of the city, where you can board a connecting bus to the University area.

Bus cards

Tag On – Tag Off bus cards are called Bee Cards in Dunedin. These can be purchased from the bus driver and may be topped up online with a credit card.

In your homestay

Your bedroom

You will have a safe, warm and comfortable bedroom. Your room will be furnished with a bed, drawers, wardrobe, desk and chair, desk lamp, heater, mirror and wastepaper bin. Soft furnishings, including plenty of warm blankets/duvet, pillows and towels will be provided to ensure a comfortable stay. Your bedroom is private to you, however it is your responsibility to keep your room clean, including changing your sheets on a scheduled basis (normally weekly or fortnightly).

In all homestay family homes, **it is not possible for extended family members to stay in the homestay on your arrival, or for partners to stay over.** Remember that homestay homes are private homes and not hotels.

Your bedroom heater is provided by your host and is available for you to use responsibly while studying in your bedroom or if you are feeling cold. You can use your bedroom heater for **up to five hours each day**. Remember that Dunedin nights can be cooler in the evenings and extra clothing or blankets will be necessary to keep warm. For sustainability and cost reasons, we all need to work together to ensure the cost of running your bedroom heater does not become excessive.

Note: the bedroom heater must be turned **OFF** if you leave the bedroom for a period of time, before you fall asleep and when you leave for the day. To leave a heater running while you sleep is a **SAFETY** hazard and a cost issue for the host.

If the bedroom heater is run excessively, the homestay office may request that a higher rate of payment will be charged to you going forward to cover the excess electricity.

Note: it is not possible to bring your own heater or electric blanket into the homestay due to safety risks and running costs.

Privacy – general

Bedroom privacy and room checks

Although your bedroom is private, hosts reserve the right to enter your room if they have concerns about your safety.

Room and welfare check

If a host has serious concerns about your wellbeing and safety, or that of other individuals likely to be in your bedroom, a welfare check will be done whereby a host will enter your room.

Health and safety regarding the bedroom

Should a resident's bedroom become an unsafe or an unhealthy environment with a lack of fresh air or cleanliness, the host may need to enter your room. This may include curtains remaining shut continuously, hair tongs, electric blankets or heaters being left on for prolonged periods of time or any other health and safety concerns they may have. It is your responsibility to ensure the bedroom is left in a safe state when you leave, with all electrical appliances turned off.

Bedroom maintenance

Routine checks are carried out during the year for maintenance or other reasons, but you will be given at least 24 hours' notice before the room is entered if appropriate. Otherwise, your room will remain your private space and your host will respect that by knocking on the door and waiting for a response from you if they need you.

Privacy in other areas of the home

Bathroom and toilet doors are fitted with locks for your personal privacy in homestay. Bedrooms do not have locks on them for safety reasons. Personal bedrooms of others in the home are private spaces and should not be entered.

Decorating your room

We understand you may like to personalise your room. While we encourage and support you in making your room feel like home, we expect that you will take care in doing this. Please keep in mind that you should leave your room in the SAME CONDITION it was in when you arrived. Please use Blu-Tack or Command adhesive tape/hooks if sticking items to walls. Do not use nails, sticky tape or pins.

Noise

Noise from your neighbour's room or lounge, while you are trying to sleep or study is probably the most common problem within a homestay. Please be considerate of others and act upon any request to moderate noise levels from your room. Residents must always respect their neighbour's right to sleep or study. We expect that the noise will be limited by 11pm every night. This also includes minimising noise if you return to your room late at night, quietly entering if others in the home are sleeping. If you wish to use any device (computer etc.) please keep the volume at a level that does not disturb others. Using headphones late at night is recommended as well as keeping communication at a softer level.

Laundry

Your host family will show you where to put dirty laundry for washing and will provide you with fresh towels on a regular basis. Some hosts may choose to wash resident's clothes themselves using a separate cycle to the rest of the family.

If residents would like to wash their own clothes using the host's washing machine, this can be discussed with your host at the beginning of your stay. There will be some guidelines and instruction on how to use the host's appliances. If you choose to be responsible for your own laundry process, this would include washing, drying and bringing clothes inside once dry.

It is common in New Zealand to hang wet clothes on the outside clothesline to dry. Please do not hang wet clothing in your bedroom as it can cause mould and dampness.

Fresh linen

Fresh sheets and pillowcases are supplied by your host. There is usually a requirement that the bed linen is changed every week or two weeks, depending on the host or your requirements. The host will provide the clean linen and you are required to change your bed linen yourself and bring the used sheets out for laundering.

Finding a healthy balance in homestay

Many residents like to spend time in their bedroom which is understandable as this is private to you and is "your space".

You can feel comfortable spending time in other areas of the home as well to strike up a "healthy balance" between interacting with others in the home and some "alone time". You may have an opportunity to join the hosts on outings if you wish or you may not want to do that. It's totally up to you! If you do join an activity that has an added cost attached to it, you will be expected to pay for yourself.

Internet

All host families have internet access in their homes. You will be provided with the Wi-Fi password on arrival.

Video conferencing is important for everyone and allows connectivity with friends and families, however consideration for other members of the homestay is important. Please read the information on "Noise".

Kitchen and cooking in the homestay

Generally, in homestay the host mother/father does the cooking. Some residents may be able to cook in their homestay if they discuss this with their host and a level of trust around responsible cooking practices is adhered to. Many hosts do not allow residents to cook in their home due to resident capabilities being unknown. Appliances may differ from other countries to New Zealand and residents have varying stages of capability in the kitchen. For this reason, the host's preference is that the host cooks the evening meal. However, residents may be required to make their own (uncooked) breakfast and lunches – see more information on this under "Meals".

Kitchen close-off time

Commonly, host kitchens have a shut-down time from approximately 9:30pm (unless otherwise pre-arranged with your host). In most New Zealand homes, the kitchen is cleaned after the evening meal is completed and the kitchen is prepared for the next day.



We recommend that you finish using the kitchen by 9:30pm to allow the host time in the evenings to relax. It will not be possible to enter the kitchen for snacks in the middle of the night, so please ensure you get your evening snacks out of the kitchen prior to this time.

Meals (general information)

Breakfast, lunch and dinner are provided daily. All meals consist of New Zealand foods and are generally well balanced and healthy dishes. The host will discuss with you any food dislikes you may have and try to avoid these. Rice is generally available on a nightly basis if this is your preference and you request it. The remainder of the evening meal is what the host is cooking for their household. All allergies/specific dietary requirements have been forwarded onto your host prior to your arrival.

Meals are always eaten at the table with the host family and not in your bedroom (snacks can be eaten in your bedroom). This is a great opportunity to have a chat about your day. You are required to let your host know by 4pm if you are going to be late home for dinner or if you are eating out. It is an option for you to ask your host to keep your dinner on a plate for you to re-heat once you arrive home later.

Meal times

- Breakfast 7–9am
- Lunch 12–2pm
- Dinner 5–7pm

Your host will try to accommodate foods you like, however there is an expectation to adjust to a New Zealand diet. It may take some time to adjust to New Zealand foods, however many residents visit the supermarket or international grocery shops and acquire some of their favourite treats to enjoy.

Breakfast

Breakfast normally consists of toast and spreads and/or cereals and milk or yoghurt, fruit and a hot drink if desired. Generally in New Zealand the evening meal is the cooked meal of the day.

It is usual practice to make your own breakfast in a homestay. Your host will show you where foods are kept in the pantry and fridge and you would normally make your own breakfast from the foods provided.

Lunch

Provisions for lunch will be available in the home. It is normal practice for each resident to make their lunch themselves with support from your host. On occasion, your host may make the lunch for you. Please discuss lunches with your host after arrival.

Typical lunches are foods that are easily transported. At times, there may be leftovers available to take and re-heat but this is not always available. Your host will let you know if there are leftovers available.

Some examples of the types of lunches eaten are: sandwiches either fresh or toasted, bread roll or pita pocket filled with salad ingredients/ham/egg, or soup and toast. Leftovers from the previous night's dinner are common, savoury muffins, and cup noodles or rice are also a good option. Fruit (one–two pieces) will be available.

Dinner

In New Zealand, our main hot meal of the day is normally eaten in the evening. Residents can expect a nutritious and well-balanced cooked evening meal daily. Hosts are aware of any dietary requirements you have listed on your homestay application form. Most hosts are happy to prepare rice for you if you request it.

Examples of a balanced New Zealand dinner is: meat, fish or vegetarian, with carbohydrate option, e.g. pasta, rice or potato dishes together with vegetables, e.g. salads or stir-fried, boiled or steamed vegetables.

Snacks

Residents should provide their own snacks for in between meal times and evenings and you can keep them in a storage container in your room. Your snacks are your own and may include anything you like to eat that is non-perishable, e.g. muesli bars, chips, chocolate etc. If you have perishable snacks, please ask the host for a container to keep your snacks separately in the kitchen fridge. Hosts may offer you snacks occasionally but generally you are expected to supply your own.

Fruit

A good recommendation is to eat some fruit from the fruit bowl each day – up to one or two pieces a day for health and vitality.

Halal meat option

If you have requested the halal meat option, your host will have knowledge of where to purchase halal meat. You can rest assured that the meal you have been served is what you have requested. Host families have been informed of your requirements and will prepare the meal in accordance with halal requirements. A halal food and restaurant guide is available on request at the homestay office.

Portions and seconds

Generally, breakfasts and lunches are made by yourself. Dinner will normally be served for you and serving sizes are generous and based on healthy nutritional guidelines. There should always be bread available to bulk up meals if required. Second servings may be available however you should consult with your host to check.

Bathroom

Showering close-off time

Showering should be finished by 9–9:30pm in the evening if possible so noise in the household is limited and people can relax in relative calm.

As a guideline, shower times should be no longer than 10 minutes under the water and once per day. This is to help sustain water and keep water heating costs low.

Golden rule

When sharing a bathroom, please leave the bathroom area as you found it with water- free floors and surfaces which are ready for the next person to use. Have a discussion with your host family about whether you prefer to shower in the mornings or evenings.

Toiletries

Personal toiletries should be supplied by you. Your host's toiletries are not available for you to use. Examples are toothpaste, shampoo, body wash and personal items.

Please ask your host where you may keep your personal toiletries in the bathroom. Female residents please ask your host mother about the disposal of any sanitary products. Do not flush these down the toilet as it may cause a blockage.

Information for international learners under 18 years of age

The University of Otago adheres to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 which includes all accommodation rules. There are additional rules if you are a resident aged under 18 years of age.

At the beginning of your stay, please discuss all under-18 rules with your host directly so you are both clear about what is required for holidays or overnight stays. The Code of Practice listed above covers rules that have been put into place to ensure your safety as best as possible. Some of the rules you should be aware of are around any holidays or overnight stays you are planning and the process you will need to adhere to prior to the intended overnight stay or holiday taking place.

Under 18 international learner – apply for an overnight stay

1. Firstly, visit the homestay office or email us to fill in the holiday application form.
2. Secondly, fill in the holiday application form with all details filled in.
3. Thirdly, have parental consent for the night out in the form of an email from your parents to our homestay office or student support team.

Only once you have completed the three steps listed above are you able to stay out overnight.

Once all the above requirements have been met by you, the homestay office will ring your host personally to let them know that your night out can proceed. Please ensure your mobile phone is fully charged and your host has your phone number so you are contactable in the case of an emergency.

If you stay out overnight without completing the requirements listed above, your host will alert homestay staff and the Proctor's Office will be informed.

Under 18 international learner – apply for a holiday

Once you know when you will be travelling and where you will be staying please follow the exact application process listed above for an overnight stay.

1. Firstly, visit the homestay office or email us to fill in the holiday application form.
2. Secondly, fill in the holiday application form with all details filled in.

3. Thirdly, have parental consent for the holiday in the form of an email from your parents to our homestay office or student support team.

Once these steps are finalised, the homestay office will let your host know the plans for your intended holiday and that all processes are now complete.

Under 18 international learner – transfer of care

If you are aged under 18 years of age and departing Dunedin to return to another destination, whether in New Zealand or overseas, there are specific requirements you need to complete first.

Firstly, please provide your return flight/bus tickets to the homestay office or student support staff. Student support will email your guardian to ensure that a safe flight plan has been put in place and that your guardian will ensure you are picked up safely at the other end.

Under 18 international learner – transit to the airport in Dunedin

If you are under 18 and your host is available, they will drive you to Dunedin airport. If your host is unavailable, you should book a shuttle at your own cost and provide the homestay office with the reference number of the booking. As an extra precaution, you will be provided with an emergency number to ring if you have any difficulties at Dunedin airport to ensure your safe departure.

Host visits by the homestay office staff

Residents who are under 18 and living with a host family can rest assured that the utmost care and support will be offered to you and also to your host family. The homestay office visits the homestay on a regular basis during your stay and offers your host any support that they may need to ensure your wellbeing is always considered. Likewise, our student support team will conduct meetings with you where you can discuss any topics or challenges with them confidentially. You may also visit the homestay office during work hours if you need any further support.

Resident on holiday

If you take a holiday during the academic/calendar year and are returning to homestay after your holiday, you may do so and the rate paid to the host will remain unchanged during your holiday.

Current homestay residents who are departing at the end of the academic/calendar year may officially leave homestay and reapply for the following year at the homestay office. To return to the same homestay the following year, you must book through the homestay office as a returning resident.

Host on holiday

There may be a time during your stay that your host wishes to take a holiday. It may be an option for you to stay in your host's home alone for a short period if you are independent. However, this is an individual choice between the host family and resident. If staying in the homestay alone is not possible during the host's holiday, the homestay office can rehouse you into a temporary homestay for the time frame that your host

family is away. You can then move back with your original host family once they return from their holiday. There are times that hosts take holidays and would like to lock their home up while they are away and this is their personal choice.

During the period of time your host is on holiday it will not be possible to re-enter the home, so please ensure you take everything you will need for the holiday period to the new homestay. You will be required to return your key to your host while they are on holiday. All arrangements for temporary rehousing will be managed by the homestay office and discussed with you directly.

Home security

House key

You will be given your own key to the family home so you can be as independent as you wish. You will be shown by your host how to get in and out and secure the home yourself. Residents must ensure the home is locked and safe when leaving the home last (including turning off the bedroom heater and electric blanket). The key must be given back to the family on departure.

Room security and insurance

We recommend that your bedroom door is closed when you are out and when you are asleep. You are responsible for the contents of your room. The homestay office or host will not accept responsibility for loss or damage due to theft or accident. Residents are strongly advised to ensure that their possessions are adequately covered by an all-risk insurance policy.

Security after hours

If arriving back home late and once the other residents of the home are already asleep, please ensure that external doors are safely secured. Kitchens and bathrooms remain closed off in the evenings (unless pre-arranged with your host). Otherwise, there is no opportunity to visit the kitchen in the middle of the night. We recommend you enter the home very quietly and settle into your bedroom quickly so others remain undisturbed.

Electrical appliances

It is a health and safety requirement that all your electrical appliances are checked and registered as safe by a certified electrical contractor. Technicians are available at any electrical shop for a test and tag certificate. Appliances are considered any items that are plugged into a wall outlet. You must have all items tested once you arrive at the homestay and before you use them.

Safety for personal possessions/money and New Zealand bank accounts

It is recommended that overseas residents open a New Zealand bank account as soon as possible and keep all cash in the bank, not your bedroom. The host does not want the responsibility of large amounts of cash in their home.

To open a bank account is very easy – you will need a letter with proof of your address, your tuition offer and your passport. You will need to make an appointment prior to the bank visit.

Maintenance for bedroom

During the year, please let your host know quickly if any repairs are needed so they can be fixed as soon as possible. If your room or floor needs something fixed, please talk to your host about this.

By requesting, you understand and agree for someone to attend your bedroom/area of the house to begin remedying the issue in a timely manner. You are responsible for any deliberate or avoidable damage to your room whether this damage was caused by you or by your guests.

Chores

The only expectations are for you to keep your room in a tidy and manageable condition and to be responsible for any kitchen or bathroom mess that you contribute to. You will also be expected to load your plates and cutlery into the dishwasher after meals. As homestay residents are usually young adults, you will be expected to act in a respectful way with the homeowner's asset (their home).

Problems with the host family

Our goal in homestay is to have happy and healthy relationships between hosts and residents. If this was to break down in any way, we suggest you try to resolve the issue first and after that we encourage you to talk with the homestay staff/student support staff confidentially. You can request a change of homestay family as a final option and the homestay staff can support you if this is necessary. There are occasions when personalities do not always come together naturally – this is human nature. You will have the support of the homestay staff if needed and we encourage you to speak with us openly and confidentially if needed.

Good communication is important

Homestay is a great opportunity to live in a semi-supported home setting that enables residents to focus on their studies. While you adjust to your new surroundings you will need to remember that your host needs you to communicate with them well. Talk with them if you are feeling happy or sad or if you are feeling a little cold. Tell them if you plan to be late home and tell them about your day. Tell them if you want your dinner kept for you to re-heat or tell them if you don't want your dinner one night. If you communicate these daily plans, your experience will be a very positive one with clear communication between both parties.

Sickness/illness

Notify the homestay office or allow your host to phone the office if you are ill and need to miss a day of your studies. You must notify the homestay office immediately in the case of an accident. A host family is not expected to pay your medical bills and you are advised not to ask them. You would be required to finalise the financial costs of medical charges with your insurance company or your own family if required.

Student Health Services is available during the week, or if you fall sick after hours you may go to the Urgent Doctors or Dunedin Hospital.

Student Health is located on the corner of Walsh and Albany Streets – or phone +64 3 479 8212. To recover your costs through your insurance company, please keep receipts.

Payments for homestay

All homestay fees must be paid in advance to the homestay office who will pay your host by direct credit into their bank account. All payments must be paid to the host by the homestay office. Residents cannot enter into a private arrangement with a registered host of the University of Otago – please do not approach your host to accept your payment privately as this will be rejected.

Extending your homestay

If you would like to extend your homestay dates, you may request to do this at the homestay office or by emailing us. A new homestay booking offer will be issued for the dates requested which can be paid by online banking, at the homestay office or at the bank. A small administration fee will apply to all extensions. Please refer to the fees policy on our website.

Leaving your homestay and giving notice to the homestay office

Seven nights before you leave your homestay, please visit the homestay office to inform us. This allows the homestay office sufficient time to give your host seven nights notice (this is a requirement). Alternatively you may email us at homestay@otago.ac.nz to inform us of your intended leave date.

Please ensure that you let our office know as soon as you know you're leaving homestay. An additional charge will apply if there is not the correct notice period for our office to pay to your host.

The host family also reserves the right to give seven nights notice to resident if there are unresolvable issues between both parties or if their circumstances change for any reason.

Damage of host's property

Understandably, accidental damage may happen at times (breakages or slight damage). In cases of carelessness or a deliberate action which results in damage to the host's property, the homestay office may request that you pay towards the repair. You may make a claim on your insurance policy and be responsible for paying the excess.

Behaviour expectations

- Clean up any spills in the kitchen, bathroom or toilet areas if necessary.
- Meals should be eaten in the dining/living room and not the bedroom.
- Recognise portion sizes are appropriate and have regard for others at the table.
- Always rinse your plate and cutlery and load into the dishwasher after each meal.
- Respecting each person in the home and recognising differing points of view at all times.
- Respecting that you are not staying in a hotel but in a private home – speaking to the host first if you have visitors coming.
- Meals are made for all people in the home, not single requests – unless you have specific dietary requirements that are different to others and are paid for at a higher rate.

Drugs

Illegal drugs

The University has adopted a zero-tolerance policy in respect of the possession, use or distribution of illegal drugs by members of its homestays, while on University property or while attending a college event. Where disciplinary process establishes that resident has committed a breach of this policy, the contract will automatically be terminated by the homestay office (Manager), but this sanction may be reviewed through the appeals process below.

The process to be followed in relation to any specific incident shall be appropriate to the nature of the allegation involved and the range of penalties under contemplation, provided that in any process resident shall be entitled to be fairly informed of the matter of concern, and shall have the opportunity to provide a response or explanation before any penalty is imposed.

Where a resident faces an allegation that amounts to criminal behaviour, or where the circumstances otherwise make it inappropriate for resident to remain in the homestay while the matter is considered, the homestay Manager may suspend resident from the homestay until the process is complete. In such circumstances, resident may be offered accommodation elsewhere but shall not be entitled to such an arrangement being made.

Legal substances

At any given time, a substance can be classed as legal and yet it can have a serious effect on your mental and physical health, some of these are not yet known. The legality of substances is something that can change suddenly as a result of the government passing laws. The fact that a substance has become illegal after you purchased it will not be accepted as an excuse by the law or the homestay office. While we recognise that some readily available substances are classed as legal, we cannot condone the use of these substances due to the unknown health effects they have. Our expectation is that you will not have any drugs apart from your prescribed medication or over the counter products. The only “legal substance” that we allow to be used at a homestay is alcohol and this is subject to homestay rules and current legislation. Any resident found in the possession of, under the influence of or using a legal high will face disciplinary action.

Drug paraphernalia

As we do not condone the use of illegal drugs, or legal substances, the presence of drug utensils and/or drug related paraphernalia within the homestay or grounds will not be tolerated. Anyone found to be in possession of, or using such items, will face disciplinary action, which may involve being suspended or excluded (termination of residence) from the homestay. Suspension or termination of residence due to possession, use or distribution of drug utensils and/or drug related paraphernalia does not affect resident's ongoing liability for their remaining residential fees.

Harmful digital communications

Under the Harmful Digital Communications Act 2015 it is illegal to make a visual recording, on any device, of another person without their knowledge or consent, where the recording shows them naked or partially naked or involved in any activity (e.g. showering or toileting) that involves dressing or undressing. These are known as intimate visual recordings and are illegal even if they are not shown to other people or shared on social media. Any allegation that a person has made an intimate visual recording of another resident in the home (or any other person) is likely to be treated as serious misconduct and if proven is likely to result in termination of the accommodation with no offer being made to rehouse resident.

Photographing the inside of the homestay is not permitted without asking first. Respect of each other's personal privacy is important in a homestay. This includes photographs on mobile phones or any other device. Residents should be aware that entering any personal information about a host family onto social media without permission is inappropriate. This is a breach of privacy for your host family. Please remember that you are staying in a private home and not a hotel.

Cyber safety

Residents are expected to comply with University of Otago guidelines regarding internet and communications usage as outlined in the Information and Communications Technology Regulations available on the University of Otago website. Residents are also required to comply with the University's Resident Code of Conduct which states that residents have the right to be safe and free from harm or intimidation in their interactions with others, including interactions via electronic media.

Diversity

You may be living with people from different cultures in your homestay and respecting others is an integral part of living together harmoniously. Discrimination against another person in the home being on the basis of age, physical disability, ethnicity, sexual orientation, race, gender or religious affiliation are not tolerated in a homestay setting.

Pets

Cats, dogs, birds, rabbits, rodents, turtles, stray ducklings, lizards and any other animals may not be kept by residents as pets, nor may they be housed, encouraged or taken into a homestay. For health and safety reasons, electrical equipment and attachments (including but not limited to filters, heaters, pumps) to the fish bowl are not permitted. Aquaria are not permitted.

If you have a service animal, please contact the homestay office upon completing your homestay application to discuss your requirements.

Confidentiality

As a resident you should be aware that study, behaviour, and health matters are not confidential to individual staff members, but to the staff team. You should expect that individual (homestay staff) will share such matters with the student support team as necessary.

If the homestay staff have concerns they have responsibility for the whole homestay, and therefore all staff members consult together with student support over issues with residents. The homestay staff only shares personal or sensitive information on a “need to know basis” with other staff.

Staff may suggest to residents that it would be more appropriate if some matters were shared with a professional from the resident health, mental health and wellbeing team or with other outside agencies. Staff, including homestay staff, will treat all residents’ concerns and private details with respect and confidentiality. There are occasions when it may be necessary for the homestay staff or other members of the management team to contact or disclose information to relevant parties (e.g. parents/caregivers, health professionals, financial guarantors). This may occur when:

- we have concerns regarding the health or wellbeing of a resident
- there is a clear or imminent danger to a resident or staff member; including homestay staff
- there have been serious breaches of the University homestay guidelines or policy
- payment of accommodation fees are in arrears.



Reporting

If you have had an encounter or incident that leaves you feeling uncomfortable or uncertain, you are encouraged to seek help and support. You can approach any member of the homestay staff or student support who will treat you with respect and care. A staff member may encourage you to seek additional assistance from an appropriate agency. You may also wish to contact a support agency.

- Te Whare Tāwharau – 0800 479 379
- New Zealand Police – 111
- OUSA – +64 3 479 5332
- Student Health – +64 3 479 8212
- Healthline – 0800 611 116
- OCASA Dunedin – +64 3 474 1592
- Youthline – +64 3 477 2461

Consent

In all relationship matters, it is essential that mutual respect and consent is followed by both parties. All residents of the homestay must be very clear on the meaning of sexual consent. Complaints of sexual activity without consent will be treated as serious misconduct and investigated in line with the University's Sexual Misconduct and Response Team (SMART) Policy and/or the New Zealand Police.
otago.ac.nz/administration/policies/otago711781.html

The following are very good guidelines.

- Consent must be **CLEAR**. The absence of a no does not mean yes. Silence is not consent. No means no.
- Consent must be **COHERENT**. People who are asleep or incapacitated by drugs or alcohol cannot give consent.
- Consent must be **WILLING**. It is never given under pressure, whether that is emotional or physical manipulation or threats being used.
- Consent must be **ONGOING**. If someone consents to one sexual activity, that doesn't mean consent to all activities.

As a collegiate community, you are also responsible for each other. Please look after your friends and be proactive in supporting anyone who is in potential danger or harm.

For more info about consent

By taking the time to learn about consent and to consider your values, you are saying that you value having a community that everyone thrives in. You may find these of use for further information about consent:

- youtube.com/watch?v=oQbei5JGiT8
- toah-nnest.org.nz (Male Survivors)
- thewalrus.ca/what-consent-means-in-the-age-of-metoo/
- theglobeandmail.com/opinion/metoo-young-men-and-consent/article37341952/

Fire safety equipment

All homestays are fitted with smoke alarms. For fire safety reasons, additional kitchen appliances, dehumidifiers, heaters or electric blankets or any other homeware appliances are not permitted within a homestay. For the same reason candles, incense, burners or any other item that has or requires a naked flame are not to be used within any homestay bedroom, common space or corridor.

The smoke alarm sensors are sensitive for your protection in the event of a fire.

Covering smoke detectors or sprinkler heads, tampering with the detection system or any misuse of fire equipment are all breaches of Fire and Emergency New Zealand regulations and will be treated as serious misconduct by the homestay office. The sensors can be activated by hairdryers, hair straighteners and aerosol sprays. Therefore, to prevent accidental activation of the alarms, hairdryers, hair straighteners and aerosol sprays (including deodorant sprays) must only be used in bathroom areas and are not permitted to be used in bedrooms. Fire regulations require hallways and shared spaces to be kept clear. Obstruction of smoke alarms and sprinklers by clothing and personal effects is dangerous and can result in damage and/or false alarms. False alarms form the bulk of Fire and Emergency Service call-outs. There is a cost for each false alarm call-out and this may be charged to the resident, whether malicious or accidental.

Emergency procedures

Evacuation:

The evacuation procedures will be discussed with you at the beginning of your stay. Discuss the evacuation procedures with your host directly – there will be a plan for this exercise in each homestay.

Procedures for fire:

If you discover a fire:

- Ensure the Fire service is called on 111, tell them:
- Your name and address.
- The nature of the emergency.
- Leave the building via your designated escape route.
- Report to your designated assembly area.
- Do not return to the building.

*In the event of a fire or if the fire alarm sounds you **MUST** leave the building immediately via your designated escape route and:*

- Shut the window and turn off any electrical equipment if it is safe to do so. Do not put yourself at risk to achieve this.
- Put shoes on and proceed to assemble at a designated meeting place outside of the home with others in the home.
- Ensure the Fire service is called on 111.
- Do not re-enter the home until it is deemed safe to do so by emergency services.

Procedures for earthquake:

DROP to your hands and knees (before the earthquake knocks you down) to protect yourself from falling but allowing you to move if necessary.

COVER your head and neck (and your entire body if possible) under a sturdy table or desk (if within a few steps of you). If there is no shelter nearby, crawl to an inside corner of the room and cover your head and neck with your arms and hands.

HOLD ON to your shelter (or to your head and neck) until the shaking stops. Be prepared to move with your shelter if the shaking shifts it around. The shorter the distance to your safe place, the less likely it is that you will be injured by furnishings that become flying debris during the shaking.

Practice drop, cover, and hold in each safe place. Drop to the floor, take cover under a sturdy piece of furniture, and hold on to a leg of the furniture. If suitable furniture is not nearby, sit on the floor next to an interior wall and cover your head and neck with your arms. Keep away from windows and other items that may fall on you. Responding quickly in an earthquake may help protect you from injury. Practice drop, cover, and hold at least twice a year. If you are inside you should remain inside, if you are outside you should remain outside but take shelter clear of buildings, trees, power lines and other potential hazards. If you are instructed to evacuate, or if the alarm sounds, head to the nearest safe evacuation meeting area and await instructions from staff or emergency service personnel.

College/campus lockdown

Threat to life on campus

- The college will be locked down.
- All curtains will be closed.
- Switch your mobile phone to silent so you can make and receive communications. Switch off other electronic devices such as laptops.
- Move away from all windows and/or doors.
- Move to a higher floor where practicable.
- Remain quiet.
- Follow the instructions of senior staff.
- Await instructions from the emergency services.

Threat to life in college

Run – Hide – Fight

RUN – to a place of safety.

- Have an escape route and plan in mind.
- Leave your belongings behind.
- Keep your hands visible.

HIDE – if unable to run from the area.

- Hide in an area out of the shooter's view.
- Block entry to your hiding place and lock the doors.
- Silence your cell phone.
- Turn off lights, radios, computer monitors.

FIGHT – as a last resort and only when your life is in imminent danger.

- Attempt to incapacitate the shooter.

Act with physical aggression using whatever items you can, throw items at active shooter

Weapons

Firearms, archery equipment, weapons and replica weapons including (but not limited to) knives and swords may not be kept, stored, or used at the homestay under any circumstances. This includes any type of air rifle, including BB guns and spear/snap guns.

Any resident (or guest) who brings any item deemed by the homestay office to fall under this category will be required to relinquish the item for the duration of residence, or to permanently remove the item from the homestay property.

The Proctor's Office has a Police-approved firearm storage facility. This is for "A" category firearms only. Firearms must be personally brought into the Campus Watch office for storage. Courier delivery will not be accepted. Residents are required to produce their firearms license when dropping off or uplifting their firearms. There is no cost for this service and residents can uplift their stored firearms 24/7, provided 24-hour prior notification is received.

Water pistols, if kept, must be brightly coloured plastic. These may not be used near or inside buildings and we reserve the right to remove permission for use at any time.

Emergency numbers

Emergency numbers to call in the case of an emergency situation:

Dial 111 for **Fire/Ambulance/Police**

Dunedin Hospital +64 3 474 0999

Dunedin Urgent Doctors and Accident Centre +64 3 479 2900

Proctor's Office or Campus Watch +64 3 479 5000

Pandemic safety

In the event of a pandemic, all residents are expected to be prepared and adhere to:

- Ministry of Health directives and guidelines.
- Ministry of Education directives and guidelines.
- Instructions from homestay and University staff.
- Social distancing guidelines and restrictions.
- Sanitising requirements.
- You should have your own mask. Hosts will have a medical kit.

COVID-19

During the COVID-19 pandemic, homestays will remain open unless closed by the Ministry of Education or the host family request.

It is imperative at all levels that you advise a staff member when you are feeling unwell and if you have COVID-19 symptoms, we strongly encourage you to seek a COVID-19 test. You should follow the medical advice you receive and isolate in your room until your negative test result is returned to you. When you are isolating, your meals will be delivered to you and checks made on you. Should you need anything whilst in isolation, contact the host family on their personal phone.

University of Otago homestay will act in accordance with up-to-date advice from the Ministry of Health, Ministry of Education and University of Otago management. For up-to-date COVID-19 information from the University of Otago visit: otago.ac.nz/coronavirus

Emergency preparedness

For emergency preparedness you must have a small personal emergency kit (grab bag) that is kept in your room as per the following recommendations.

Minimum requirements:

- Emergency contact details – a written copy as well as next of kin listed on your cell phone.
- Torch and spare batteries.
- Strong outdoor shoes.
- Supply of personal medications.
- Hand gel or antiseptic wipes.
- Survival blanket.
- Bottle of water.
- Muesli bars or similar energy food.

Have close at hand ready to grab in case of an evacuation:

- Warm clothing (jacket or similar).
- Your cell phone if you have one.

Additional extras that would be useful:

- Personal toiletry items.
- Small plastic bags.
- Whistle and light sticks.
- Copies of important documents.

Positive wellbeing and self-care

When we think of success in a University setting, we often think of academic success alone, without pondering the individual life success stories that help lay the groundwork for wider academic success. These personal success stories are set against the background support provided by the homestay office and its staff. This support and guidance can best be described using Te Whare Tapa Whā the four cornerstones of Māori wellbeing.

Harassment/bullying/discrimination/anti-social behaviour

The homestay community aspires to be an inclusive community and we believe that all members of the community have the right to study and live in an environment that is free from any form of anti-social or malicious behaviour.

Bullying is any repeated unreasonable behaviour that is directed toward a person, or a group of people, that can lead to physical or psychological harm. This includes cyber bullying.

We do not tolerate any form of harassment, abuse (including via written or electronic media, physical, spoken or published), assault or anti-social behaviour. Examples of behaviour we deem to be anti-social includes but is not limited to: name calling; disruptive behaviour; abusive language or behaviour; any form of physical violence; unwanted physical contact; unwanted non-verbal contact; unwanted electronic messages; harmful digital communications; intentional or reckless intimate visual photos or recordings; stalking; sexual assault; sexual harassment, exclusion and/or derogatory comments and language. We will not accept any form of behaviour that harms, causes concern or violates a person's dignity through: bullying; harassment; abuse; coercion; intimidation; assault; or behaviour that may be deemed to be anti-social or malicious in nature.

Any proven incident of harassment may result in the offending resident being excluded (termination of residency) from the homestay.

If you feel you have been subjected to any of the behaviour listed above, we recommend you take the following steps:

- make sure you are safe
- talk with a staff member to decide if you wish to make a complaint
- seek advice and get support from a staff member
- or you can check out the other support services available at the University of Otago at: otago.ac.nz/services

Disciplinary process

We aim to have a community where residents respect themselves and others, a community where healthy social interactions and academic pursuits are expected. Living away from home can take some adjustment and we are here to assist you to learn the benefits of taking responsibility for yourself and your actions. The expectations, guidelines and policies we have outlined in this handbook have been developed to help everyone have a productive and safe year. Should an incident occur, a disciplinary process may be worked through with you.

Discipline process

A resident is always entitled to a support person and to seek advice from other agencies prior, during, and after the disciplinary process. Information on support services and referral agencies is available from the homestay staff and is also available in this handbook on page 36.

Sanctions that are considered within the disciplinary process include but are not limited to:

- a. No sanction.
- b. Formal and informal warnings;
- c. Requirements to undertake work and/or attend programmes, counselling, or medical appointments; movement restrictions; referrals to Police or to the University Proctor.
- d. Fines, and reparation (including those made on groups of which resident is a part, where individual responsibility cannot be attributed) and directions to make reparation to third parties;
- e. Restrictions on activities, including alcohol bans, and non-association or non-attendance requirements;
- f. Suspension of the right of residence, or termination of the contract neither of which shall affect a resident's ongoing liability for fees

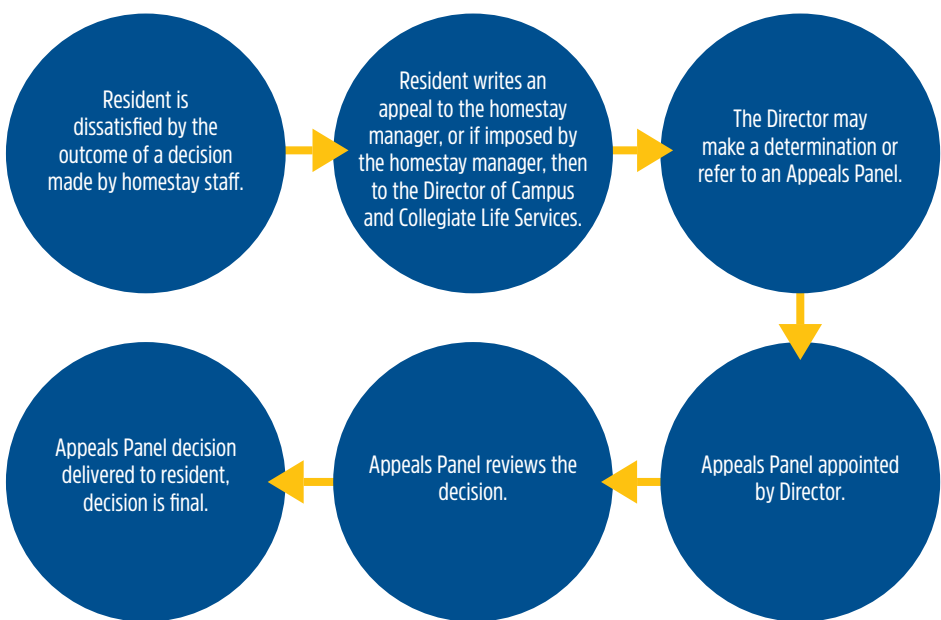
Appeals

Where any decision where a disciplinary sanction is imposed by a person other than the homestay manager, the resident shall be entitled to have that decision reviewed by the homestay manager.

- g. Where (a) a disciplinary sanction has been imposed by the homestay manager, or (b) the resident is not satisfied with the outcome of a review performed by that person, or (c) action is taken by the homestay under clause 3.1(e) the resident may, within seven calendar days of being notified of the relevant decision, submit an appeal against the relevant decision to the University's Director of Campus and Collegiate Life Services ("the Director").
- h. The grounds on which an appeal may be brought under this clause are (a) that the decision will cause unreasonable hardship to the resident; (b) that the decision was reached without giving the resident a fair hearing, or by a process that was otherwise unfair, (c) the resident wishes to put forward newly available information which could not have been provided when the decision was made (d) the consequences of the

decision are manifestly excessive having regard to the circumstances. An appeal shall be in writing and set out the grounds the resident relies on for the appeal.

- i. The Director may determine any appeal as he or she thinks fit, or, in his or her absolute discretion, refer the matter to an Appeals Panel for determination. Each Appeals Panel shall comprise not less than three persons appointed by the Director. An Appeals Panel shall regulate its own procedure and its decision on any matter shall be final.



Making a complaint

It is important that concerns or complaints by members of our community are addressed and resolved as quickly as possible. In order to ensure the best outcomes for everyone we aim to work in a fair and consistent manner in the resolution of issues raised.

Procedures for concerns:

Members of the community are encouraged to talk directly with a staff member when a concern arises. However, if you do not feel this is appropriate or the concern is not resolved, you can approach the homestay Manager. Many issues or complaints can be resolved through informal means. All staff are trained and permitted to resolve issues to the satisfaction of all parties. In many instances, these matters will be addressed verbally and written confirmation of an outcome may not be necessary.

We understand that sometimes matters are of such significance that informal resolution is not appropriate. In such instances a formal complaint is necessary and appropriate procedure as detailed below will be followed.

- Any formal complaint should be addressed to or raised with the homestay Manager. Where your complaint is about or involves your homestay Manager, a complaint can be made to the Senior Warden of Colleges or, if it is about or involves that person, to the Director of Campus and Collegiate Life who may appoint a nominee to deal with the matter.
- When a complaint is received, the homestay Manager or their nominee, will discuss the matter with the complainant to seek any necessary clarification before deciding the detail of the process to be followed, before determining what action, if any, should be taken. The complainant may have a support person with them during this meeting if desired.
- The homestay Manager or their nominee will investigate the complaint. This may include contacting other members of the community or other individuals as necessary.
- Depending on the nature of the complaint the homestay Manager or nominee may refer the complaint and or any investigation to the Senior Warden of Colleges, the Proctor or any other person as necessary.
- The complaint will be investigated with a level of formality appropriate to the nature of the concerns raised and will be treated in confidence as far as possible. However, all complaints will need to be handled in accordance with natural justice, meaning any persons responding to a complaint must have the opportunity to hear all details about it and have the opportunity to present their point of view. Any such person will also be entitled to have a support person during any discussion of the complaint if they wish. Details about a complaint may also need to be shared with other people who it appears may have relevant information to supply to an investigation.
- The homestay Manager or nominee will decide what steps will be taken as a result of the findings of the investigation.
- Complainants will be informed of the outcome of the investigation.
- If the complainant is dissatisfied with the outcome of the complaint, they may write to the Director of Campus and Collegiate Life Services within seven working days, for a review of the process.

University policies and procedures

As a University of Otago resident, you have agreed to abide by the University's policies and procedures.

Among key documents, there are four key documents for consideration while staying in the homestay:

- **Code of Conduct.** The purpose of the Code of Student Conduct is to promote the University's academic aims and a sense of community through the cultivation of mutual respect, tolerance and understanding. To this end, the University expects that residents will not engage in behaviours that endanger their own or others' safety and wellbeing. Residents are expected to conform to the standards contained in this Code of Student Conduct off campus as well as on campus.
- **Ethical Behaviour Policy.** The purpose of this policy is to promote ethical interactions between members of the University community and to provide an environment of safety, respect and dignity so members can participate fully in all aspects of University life.
- **Student Charter.** The University is committed to scholarship through excellence in teaching, research and service and to the provision of a stimulating campus environment for the development of lifelong learning skills. The purpose of the Charter is to advance those aims, to acknowledge the University's commitment to the Treaty of Waitangi and to promote good relations between the staff and administration of the University and its undergraduate and postgraduate students.
- **Sexual Misconduct Policy.** This policy sets out options for reporting sexual misconduct and the process for responding to reported incidents of sexual misconduct.

The University reserves the right to pursue through its disciplinary procedures matters that are also being, or may also be, addressed by the legal system or under any of the above-mentioned University policies. For more information:

- otago.ac.nz/code-of-conduct
- otago.ac.nz/administration/%20policies/otago003161.html
- otago.ac.nz/about/otago005275.html
- otago.ac.nz//administration/policies/otago711781.html

Support services

AskOtago	0800 80 80 90 +64 3 479 7000	otago.custhelp.com
Campus Watch	+64 3 479 5000 0800 479 5000	otago.ac.nz/proctor/campuswatch/
Career Development	+64 3 479 8244	otago.ac.nz/ Centre otago.ac.nz/careers/
Chaplains	+64 3 479 8497	otago.ac.nz/chaplain
Disability Information and Support		+64 3 479 8235 otago.ac.nz/disabilities
Dunedin Public Hospital Dunedin Urgent Doctor and Accident Centre	+64 3 474 0999 +64 3 479 2900	dunedinurgentdoctors.co.nz/
Healthline	0800 611 116	
International Office	+64 3 479 7000	otago.ac.nz/international
Lifeline Aotearoa	0800 54 33 54 Text 4357	lifeline.org.nz/
OCASA Dunedin	+64 3 479 5332	ocasa.org.nz/
OUSA – Support OUSA Club and Socs	0800 12 10 23 +64 3 479 5960	ousa.org.nz ousa.org.nz/clubsandsocs
Pacific Island Centre	+64 3 479 8278	otago.ac.nz/pacific
Social Impact Studio	+64 3 479 8631	otago.ac.nz/social-impact-studio
Suicide Crisis Helpline Student Health	0508 82 88 65 +64 3 479 8212 0800 479 821	otago.ac.nz/residenthealth
Student Learning Development	+64 3 479 8801	otago.ac.nz/hedc/residents/
Te Huka Mātauraka (Māori Centre)	+64 3 479 8490	otago.ac.nz/maoricentre

Te Whare Tāwharau
Sexual Violence Support
and Prevention Centre

0800 479 379
+64 3 479 3790

otago.ac.nz/te-whare-tawharau/

Unipol Recreation Services +64 3 479 5888

otago.ac.nz/recreation/

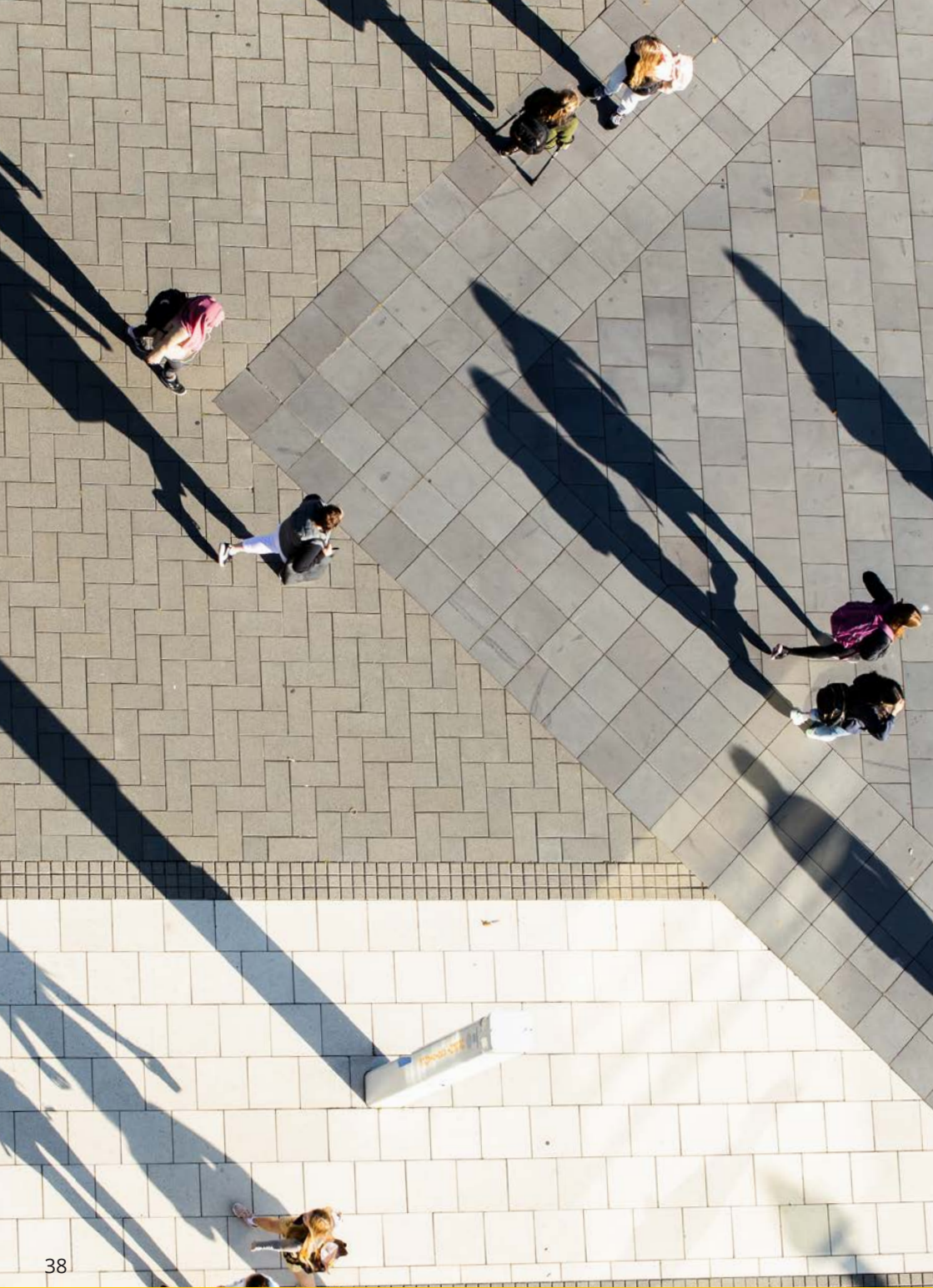
1737

Text or call 1737

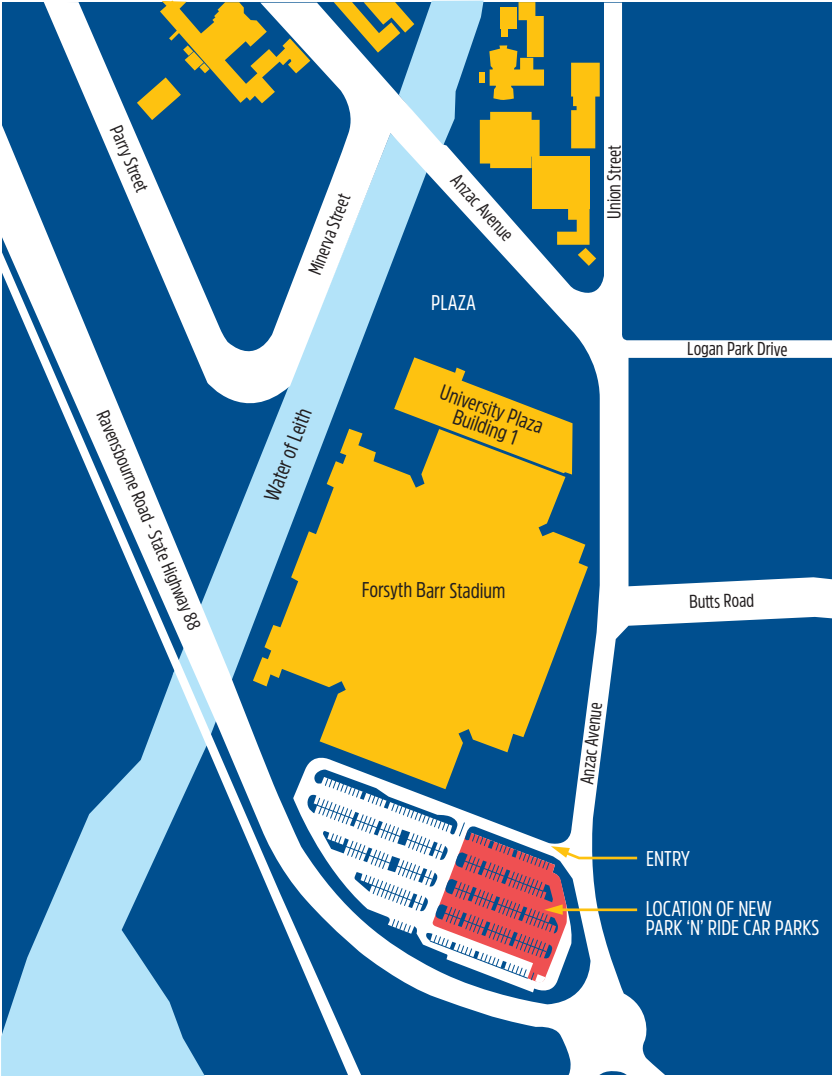
1737.org.nz

The homestay office reserves the right to institute additional rules or regulations or change the current rules and regulations as necessary for the safety and security of the host families, residents and the staff. All residents accept this fact and agree to abide by any such regulations which are changed or implemented.





Location map for University Plaza Building 1 and Forsyth Barr Stadium





University of Otago homestay
PO Box 56
Dunedin 9054, New Zealand
Tel +64 3 479 5710
Email homestay@otago.ac.nz
otago.ac.nz/uolcfy