

We are Gold Educational Tours (AUST) PTY LTD (ACN 659 076 365) (**GOLD**). Our team arranges Cultural Exchange Programs and are delighted to have you join our community. This Placement Policy is part of our Host Agreement, and along with our Privacy Policy, Host Screening Policy, Critical Incident Policy and Procedure, makes up GOLD's terms and conditions.

International Students (**Guest/s**) and Hosts are matched based on their profiles to enable a suitable fit that will maximise the experience for all involved. For this reason, it is important to take the time to talk and ask our Host about their lifestyle, hobbies, and any other general information that will help GOLD make the best possible match. The allocation is based on the following factors listed in no particular order.

- allergies
- gender
- pets
- length of stay
- hobbies
- special needs

Where an International Student has a special need, this will be discussed with the Host before confirming the placement.

During the time of a Guests' stay, Hosts should not have any other international students from the same country staying in the household. This is an important point and must be checked prior to confirming the placement. Placements may be single, double or triple, depending on the program.

All Hosts will be personally visited by one of our team members as part of the selection criteria. This is also a time when the expectations of hosting are discussed. It is also an opportunity to answer any questions the Host might have in person. Repeat Hosts will be visited once every 3 years.

As all GOLD Guests are under the age of 18, all Host household members over the age of 18 must have a valid Working with Children's check. This is a screening process that is simple to do with an application form which we will provide on our visit (also available at all Australia Post outlets). More information about the Working with Children Check is available online.

Guest are briefed before and upon their arrival about what to expect and what is expected of them. Each program will have a specific set of guidelines and rules, this is outlined in the 'Handbook' which International Students receive, and in the 'Hosting Guidebook' that Hosts receive, however, across the board for all programs, the following must be strictly adhered to:

- Guest may share a room with a Host's child of the same sex, but not the same bed. A mattress on the ground or a bunk bed is suitable.
- Guest may not share a room with an Adult.
- Female Guests must not be placed in a home where there is no female Host.
- Guests will need access to a bathroom, this can be a shared bathroom.
- Access to a phone line 24 hours a day, 7 days a week in case of an emergency situation.

During a program, all Guests and Hosts have the opportunity to contact GOLD 24 hours a day, 7 days a week either by phone or email. GOLD School Coordinators are also present at the hosting school and are there to discuss any concerns. In the very rare instance that a request to change homestays is made, GOLD's Managing Director must be advised of such a request. It will be closely assessed, and a decision made in a timely matter to ensure the best possible outcome for all involved.