



ASIAN STUDENT ACCOMMODATION IN HOUSE ORIENTATION - WE HAVE A RESPONSIBILITY

AS HOUSING OPERATORS, WE ARE AGENTS FOR CHANGE

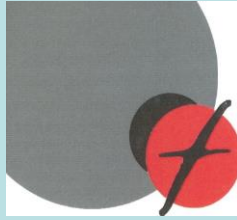
Victoria attracts more than 160,000 international student enrolments each year. **UPON ARRIVAL** these students require organised structures, strong networks combined with pastoral care to feel supported and be more in control within their new surroundings.

There is a **VERY BIG PRICE** to be paid for taking these students out of their comfort zone and not providing them with the correct **SUPPORT TOOLS** to cope in their new environment, when they first arrive!

We have heard of stories of students struggling with culture shock, social isolation, homesickness, borderline personality disorders, eating disorders, clinical depression, gambling, shopaholics and much more if their home environment is not a happy one.

The in house orientation that ASA onsite management has designed and rolled out at the accommodation is the **GLUE** that holds together the quality of the student experience and management sees this as a **need for every new student that moves in.**





ASIAN STUDENT ACCOMMODATION

CARERS/DRIVERS/MAIDS





ASIAN STUDENT ACCOMMODATION ORIENTATION PACK

The Comprehensive In House Induction and Orientation Package :

- targets the under 18 students
- targets the over 18 students
- focuses on life skills
- being mindful - teaches students to start and finish a task
- ensure the students get off to a good start in their new accommodation
- ensures that training is hands on
- run and managed by qualified trained managers that are available on site (24/7)
- touches on health & safety

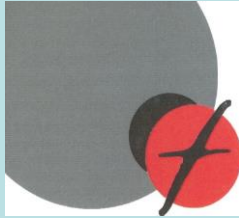
This 'Information Pack' will provide you with all the relevant information needed and a detailed explanation of the household rules and regulations.

Have a pleasant and rewarding stay at ASA!

IMPORTANT NUMBERS AND CONTACTS:

Asian Student Accommodation DIRECT:	(61 3) 9388 2939
Asian Student Accommodation FAX:	(61 3) 9388 1921
Manorani Guy (Mobile):	(61) 0414 229 287
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Medicare Private (24 Hr Helpline)	132331
Ambulance/ Fire/Police	000
Our postal address: 2, Eveline St Brunswick Vic 3056 Australia	



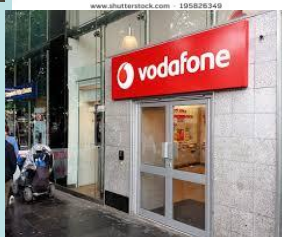
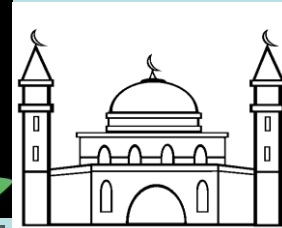
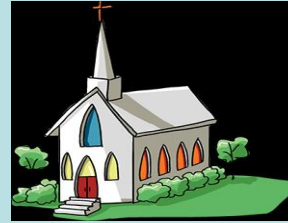


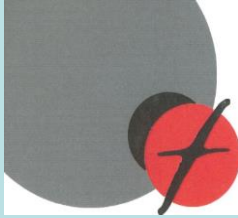
ASIAN STUDENT ACCOMMODATION

BANKS/MOBILES, MYKI, TEMPLES & THE SURBURB

Students are provided orientation on how to :
(First 48 hrs of arrival)

- open a bank account
- set up a mobile phone connection
- use their internet connection
- apply for a tax file no
- apply for proof of age card (passports)
- use the tram (tram tracker, stops nos, landmarks)
- use the bus/ train
- get to university & home
- purchase a of myki card (concession/ pic)
- be familiar with their new suburb (café supermarket, \$2 shops, banks, organic)
- shop for groceries
- get to their various place of worship
- get to the doctors, make their OSHC claims
- use a bicycle





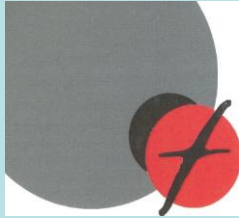
ASIAN STUDENT ACCOMMODATION

KITCHEN

Students are trained in how to :

- use the microwave
- use the oven
- use the toaster
- use the kettle
- use the food processor
- use the coffee machine
- switch the stove on and off
- wash up and put away
- throw away food that has passed their used by dates
- recycle paper, food, plastic, tin
- prepare simple meals





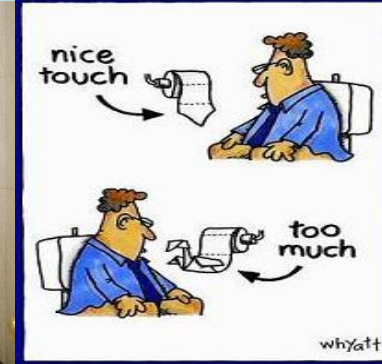
ASIAN STUDENT ACCOMMODATION

BEDROOMS & BATHROOMS

BEDROOMS

Students are trained in:

- how to make their beds
- when to change their linen
- how to clean their bedrooms
- how to use the vacuum cleaner
- how to see dirt
- how to use the LED night lamps /reading lights



BATHROOMS

Students are trained in:

- how to keep the bathroom clean and dry
- how to use the bath mat
- keeping the shower door close
- how to use the toilet
- how to use/change toilet paper
- Installation of a water timer that beeps to alert the students
- clean up after a mess





ASIAN STUDENT ACCOMMODATION LAUNDRY

ASA provides training in:

- how to use the washing machine
- how to sort their clothes before washing
- how to hand wash
- how to remove stains
- how to open an ironing board and iron their clothes
- how to hang their clothes on the line

To make life easy, management supplies:

- washing powder
- laundry nets
- laundry baskets
- sewing kits

Students are asked to set reminders on their mobiles to remove clothes from the washing machine and off the clothes line





ASIAN STUDENT ACCOMMODATION

Fire Safety And Security

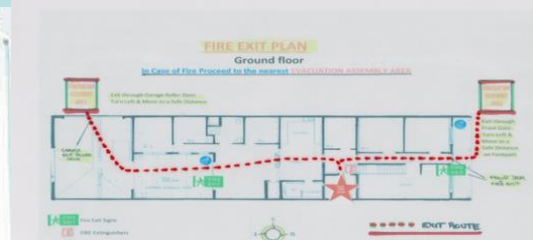
ASA teaches the students to be aware of:

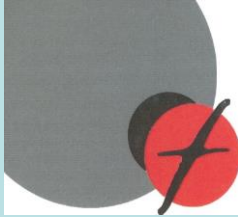
Fire safety

- Smoke alarms to recognise the beeps of a weak battery that requires replacements and inform management. It's not a mice in the roof top. No candles, incense allowed.
- not to use multiple power boards for their many gadgets – fire hazard
- the fire exit plan
- cost of a fire truck arriving at the front door

Security

- Security camera in front of the building





ASIAN STUDENT ACCOMMODATION INTERNET

Internet– the third arm of a student

Each room has internet connection.

Wifi is available throughout the house.

Student is allocated 12GB per week
(equivalent to 50GB p/mth)

ASA allows only two devices per connection.

No gadgets are allowed on the dinning table
during dinner time

Online security, especially for the under 18
students





ASIAN STUDENT ACCOMMODATION ACTIVITIES

ASA organises different activities such as :

- attending country and city festivals to
- experience the Australian culture,
- attending movies, plays, BBQ, beach, eating out, art gallery, concerts, tennis, shopping, scenic walks
- entertaining parents of students when they are visiting Melbourne
- visiting an Aust farm / trout fishing
- celebrating a birthday/ religious festival

**Students bond, feel inclusive
& feel that they belong**





ASIAN STUDENT ACCOMMODATION

FOOD

Students at ASA :

- are provided 3 meals and students are taught to be responsible and independent in the kitchen
- meal time bonds, connect students. It's a chance to share the news of the day , it fosters warmth, security and love as well as feelings of belonging
- are exposed to western table manners (not slurping on their soup, not eating with their mouth open)
- are exposed to various types of cuisine and they learn to connect and socialize with students from other cultures more easily



Hugs & Smiles





ASIAN STUDENT ACCOMMODATION ROOMING HOUSE

As rooming house operators, we are dealing with a unique group of students who have left their homes and families to start a new life in Australia.

We have a choice. Most students spend several years with us, which is to our benefit. We can continue to treat them as outsiders, as mere visitors - expecting them to stay on the fringes, pay up on time, and be seen and not heard.

Meeting best practice means being willing to be pro active and being prepared to take on that extra mile.

There is a direct link between academic success and a student living arrangements. It influences student success, retention rates and student satisfaction with their international experience.

It's up to us as operators/ homestays hosts, residential living , student accommodation we can just provide a room or do we want to provide more....

