

## TESTIMONIALS



**CHANCELLOR  
STATE COLLEGE**

*The best we can be*

Hello there!

I'm was an international student at Chancellor State College, for 12 months. I still remember the first few weeks in Australia. When Heidi picked me up from the airport it was like a dream. Heidi helped me to get to know my host family and supported me a lot.

One of the many amazing experiences which I did, was the trip to Moreton Island. Mr Holden and Heidi organised everything. Even when one of the student was very sick they knew what to do and we could continue our trip. We went sand boarding, drove in the night with kayaks and drove over whole of Moreton Island with a bus. I'll never forget that!

Also in school Mr Holden and Heidi support all the students. I can go with all my problems to them and when there is something wrong during the lesson I always know where to go.

We also did another trip to the Northern Territory. I can't believe I actually went there. Thanks to Heidi and Mr Holden.

***Annina Straessle – Switzerland***

### **Tokai Takanawadai – Japanese Study Tour**

It has been already a few weeks since we came back to our home in Japan. My students graduated from Tokai Takanawadai JHS last weekend. They loved staying in your school, Chancellor! Thanks to you, they could enjoy Australia. Some of them have decided to visit Australia again. Please take care of our students next year too 😊 I miss you all so much.

With lots of love

***Tokai Takanawadai Teacher – Jin Nakamura***



When I think back to one of my favourite memories of my Australia experience, I guess I have to thank my home stay coordinator Heidi for them. She made my stay in Australia so much better. Heidi was like a mommy for everyone. She always knew what to say to cheer us up. She has that special quality that let everyone feel comfortable around her. Being in an foreign country without knowing anyone, you always knew you have Heidi. She was way more than a coordinator, she was a friend. And also without her we all wouldn't have experienced such amazing school trips. Being with Heidi and the other internationals on holiday, we always had an unforgettable time. So much laughs, giggles, talks and memories. I am 100% sure that without this amazing home stay coordinator my exchange wouldn't have been that great. Saying goodbye to her was one of the saddest moments. I can't wait to see my Heidi again!

***Steffi Esser – Germany***

One year of exchange wasn't easy to me, and I actually thought I wanted to go back home in Japan so many times. But I overcame them because I'd received such a big support from my coordinator, Heidi. When I was down, she was always patient to listen to my poor English so warmly and gave me a big cuddle. When I was good, we shared our stories with each other and I felt much more relieved being with her. I spent all the good time and bad time with Heidi and she was always by my side. I don't know what could have happened to me without her. I never ever could finish my year as an international student if she hadn't been my coordinator. She is more than a homestay family coordinator, she is my mum at another home. I appreciate everything she had done for me with all the love. I love my homestay coordinator mummy to the moon and back!

Heidi, homestay coordinator at Chancellor State College is the best because her heart is filled with true love to take care of kids from other countries.

### ***Nanako Kawashima – Japan***

The six months that I spend in Australia were most definitely the, or one of the greatest time of my life so far, although it did not start as promising as it could have. On my first day I got stung by some weird animal in the sea and had to go to hospital for a week, where my homestay coordinator and host family visited me every day.

Therefore my homestay coordinator played, amongst other things and people a particular role during my exchange time, as she was not only doing a great job and looked after us but also planning some stunning trips for the internationals.

### ***Malte Bantz – Germany***

My experience in Australia was amazing. Living in another country, experiencing another culture, meeting wonderful places, making friends... It was one of the best times of my life. But none of this would happen if wasn't Heidi's support, her hugs and Timtam packs. Being independent of our parents is a really good experiences, but knowing that we have someone to count on during our stay is the best feeling in the world. Heidi is always there, if you want to cry, if you want someone to have a laugh with or if you simply want to talk with someone .... I remember the amazing trips she took us on, the advices she gave us, all the attention and care she had with us. Heidi is not just our Aussie coordinator, she is our Aussie mummy.

### ***Sofia Frere – Brazil***

Now after being almost a year back in Germany, I had time enough to reflect my exchange year in Australia. I have to say it was absolutely the best year of my life so far. I had the best homestay family, I made so many amazing and unique memories, I learned so so much and made friends for life. I have to thank Heidi so much for it. She gave me this beautiful homestay family. Amanda and Brad are even visiting me in about a month!! I miss them a lot. She helped with everything. She was always there for us. She made every school day to a very good one and always saw the best thing in everything to motivate us a bit more. We called her our second mum, because she loved everyone of us and also let us feel it. She always had a good joke and simply a positive attitude. I wish I still had someone like her in my school in Germany! Besides all the little things she did every single day for us, there were many big ones as well! She organised many amazing and unique trips for us like visiting Moreton island or Byron Bay and the Gold Coast.

I feel so blessed, that I had the chance to visit chancellor state college and to meet Heidi.

It is hard to describe, how much she helped to make this experience so amazing. If there is one woman to win a price for being the most caring, funniest, and most beautiful it would be her.

Lots of love from Germany

### ***Emily Walther – Germany***

## Host Parents Testimonial

I met Heidi when I worked in the administration office of Chancellor State College secondary campus. I had never hosted an international student, but got to know the program through Heidi and my interaction with the international students in my role in the office. One day I saw one of the students upset, and asked Heidi if she was OK. Heidi was looking for a new host family for this student, I asked some questions, and then spoke to my two kids that night about it. We decided to offer to host the student. We have now had 5 international daughters/sisters from Japan, Germany and Brazil, and are so glad we got involved with the program. We love being involved with the program, and Heidi makes it very easy.

Heidi does an amazing job ensuring that her students, their host families, the student's parents and agents, are happy and kept informed during their stay here. She answers my questions, provides advice and support which also made me feel confident having a new member of the family. Chancellor State College and Heidi provide some wonderful opportunities and experiences for the students while they are here eg surf lessons, adventures trips to Moreton Island, coordinating interstate holiday tours, etc.

I have seen sleep deprived Heidi (particularly after trips away with the students), I have seen her comforting homesick students, listening and giving advice to the students, and recruiting, educating and supporting host families. She sorts problems, or potential problems, quickly and without fuss any time of the day. My sister passed away recently so I had to travel at short notice overseas, Heidi was a huge help helping arrange another host family to look after my international daughter while I was away.

She does a fantastic job, and sometimes I think people may not realise what a huge 24/7 job it is. I am a single "mum" to my 2 children and one international student which can keep me very busy, Heidi is "Mum" to all of them and also a single Mum to two sons. I don't know how she does it and stays sane.

She is a big reason why I am happy to continue welcoming international students into my home and family. After returning to their homes overseas my previous students often ask me how Heidi is, or to say hello to her, because she was part of their Aussie family too.

Well done Heidi! You deserve to be recognised for everything you do.

***Deb Munro***

I have been involved in the homestay programme for 8 years now.

Heidi has been in her role in homestay all of the time I have taken students on the programme.

It is a very complicated, and can be nervous time for International students coming to Australia from the other side of the world, and away from their parents and family for up to 12 months.

I have found that Heidi Barnett is a perfect person in her role to look after these students, who are so young.

I know that the students trust her, and always go to her when they have problems, no matter how big or small.

Heidi is always there for them, at any time of the day.

For the programme to work, she also looks after us, the homestay parents, no matter what the situation is. I

have always found her easy to deal with no matter how delicate the situation is.

She has a wealth of experience in her role, and I know that other homestay parents look to her for advice. I have always found Heidi, to be caring, and polite, and a good listener.

Part of the reason I am still in the homestay programme is because of Heidi,s involvement. Kind Regards

***Bob Morrison***

# Agent Testimonials

## Discovery

On behalf of Discovery Education & Travel Pty Ltd, I would like to convey our pleasure in working with Ms Heidi Barnett at the International Department of Chancellor State College.

Heidi is not only a homestay coordinator, but also a mother for our international student. She is always very caring, compassionate and committed with our students' safety and well-being. The students feel the love and really appreciate her hard work.

Discovery Education working experience with Chancellor International Department has been extremely successful due to the professionalism shown by Heidi. She has been able to fix any issues regarding our students whilst they have been studying at Chancellor State College.

Discovery Education looks forward to continuing our relationship with Chancellor State College. We know our students will be happy and well looked after.

Yours sincerely

**Ana Satolo**

Since Heidi has been in charge of International students at Chancellor State College the school has become one of our favourite schools in Australia for placing students from Germany and Austria. Not because it is a good school (which it is, but there are many others as well) but because we find that Heidi takes an active interest in her students even before their arrival. When we send her an enquiry she puts all relevant information together to help us make sure that it is a good match between school and student.

Her homestay placements are done with thorough care and sensitivity to students' individual needs. If a student is unhappy in his homestay (which only happened once) there is no need to tell her because she will have found out for herself and taken action before we can alert her. This is because she always stays in close contact with the students. She also goes out of her way to introduce her Internationals to Australian culture and things they should see putting much time and effort in trips and activities – which not many schools do. Thanks to Heidi's professionalism and dedication we are now using Chancellor State College as our back-up for students with special individual needs because we know that she can tackle any problem.

**Kristine Hausch**

"I'm Francesca from You Abroad, Italy. We work with EQI for a long time but this is the first year that we have one student at Chancellor SHS. I've had the pleasure to meet Heidi during the EQI's tour in October and her enthusiasm was one of the reasons for me to promote this school! ... and my first impression was correct!

She's qualified and efficient regarding all documents and the information I've asked, thoughtful and patient with our student. I can say with no doubts to our families that their children are in good hands"

**Francesca – You Abroad**