



ELANORA STATE HIGH SCHOOL

International Student Handbook 2023



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1. Principal welcome

Welcome to Elanora State High School! We hope that Elanora is a place where you will feel safe, form friendships and be inspired to work hard.

Please take the time to read this handbook and keep it as a reference during your time at Elanora.

2. School details

Street address Cnr Nineteenth Avenue and Avocado Street, Elanora
Office hours Monday – Friday 8:00am – 4:00pm
Telephone: 07 5568 4333
Absence line: 07 5568 4333

Administration admin@elanorashs.eq.edu.au
Website: www.elanorashs.eq.edu.au
Facebook <http://www.facebook.com/ElanoraSHS>
Instagram <http://www.instagram.com/ElanoraSHS>

3. Administration

Administration	Name	Telephone/contact
Principal	Rochelle Lewis	07 5568 4333
Deputy Principals		
Year 11-12	Melinda Jackson	
Year 9-10	Simonne Clark	
Year 7-8	Rebecca McDonald	
Business Service Manager	Michelle Whitbread	
Student attendance		Absences_mailbox@elanorashs.eq.edu.au 0476 850 645
Heads of House		
Coolangatta	Georgia Wakefield	
Duranbah	Jeremy Parry	
Kirra	Mick Platt	
Bilinga	Brenda Pavichievac	
Student Wellbeing and Support		
HOD Student Wellbeing	Michelle Hewison	07 5568 4401 – mhewi10@eq.edu.au
Chaplain	Paul Bryce and Todd Chamberlain	07 5568 4363 - tcham52@eq.edu.au
Guidance Officer	Lucia Ariotti	07 5534 8332 – TBA
Nurse	Elizabeth Burke	07 5568 4362 – Elizabeth.burke@health.qld.gov.au

4. School Values

We are committed to creating a caring, friendly learning environment, where students can strive to attain a broad educational foundation for life and achieve their individual potential in a dynamic global community.

We achieve this through the provision of:

- a quality educational product for the wider Elanora community
- a well maintained, state-of-the-art learning facility
- a personalised learning experience.

5. International Team

The International Team are here to guide you with your studies and support you during your time at Elanora State High School.

Rochelle Lewis



Principal

Tonia Wilkes



HOD International

Kathia Faranda



International Coordinator

Name	Role	Contact
Rochelle Lewis	Principal	07 5568 4333
Tonia Wilkes	International Student Program – Head of Department	07 5568 4386
Kathia Faranda	International Coordinator	07 5568 4365
TBA	Guidance Officer	07 5568 4333
Brook Rees	English as a Second Language or Dialect (EAL/D) Coordinator	07 5568 4333

➤ The international office is located in N08

6. Emergency Contacts (during school hours)

An emergency is a situation that may/ does affect your health, safety or welfare.

In the event of an emergency during school hours please contact any of the people below immediately.

Name	Role	Contact
Kathia Faranda	International Coordinator	07 5568 4365

Tonia Wilkes	HOD International	07 5568 4386
Rochelle Lewis	Principal	07 5568 4333
International Emergency Number	1800 Q Study	1800 778 839
Emergency Services:	Police, Fire, Ambulance	000
Police Stations	Palm Beach Police Beat	5569 8488
Kids Help Line	24 Hour Line	1800 551 800
Beyond Blue	24 Hour Counselling Service	1300 224 636
Lifeline	24 Hour Counselling Service	131114

7. Emergency Contacts (after school hours and on the weekends)

Your safety is our number one priority. Because of this, we work with our partners to ensure you enjoy a safe and high-quality study experience. All Overseas students studying an international program at an accredited International Student Program (ISP) school can use our student support service called 1800 QSTUDY (1800 778 839).

The 1800QSTUDY service provides support for you, your authorised contacts and Education Queensland International (EQI) homestay hosts, and responds to incidents that involve Overseas students outside school hours.

You can call 1800 QSTUDY before **9.00am** and after **3.00pm** on school days, and **24 hours** a day during weekends, public holidays and school vacations.

For more information on 1800 QStudy please go to the following link [1800QStudy](#)



What is the free call 1800 QSTUDY? 1800 QSTUDY

1800 QSTUDY (+61 1800 778 839) is a free support phone service for Overseas students studying in state schools in Queensland. The service provides access to advice and assistance 24 hours a day, seven days a week. This also includes an emergency after-hours service which manages incidents for Overseas students participating in the International Student Program, Exchanges and Study Tours.

When should I use the 1800 QSTUDY service?

During school hours, school staff are your main point of contact but when school is closed and you would like to report an issue or you need urgent assistance, then phone free call 1800 QSTUDY.

At these times:

- Monday to Friday before 9am and after 3pm.
- Any time on the weekends (Saturday and Sunday).
- Any time during school holidays and public holidays.

8. Critical or Life-Threatening Situations

Dial Triple Zero (000)

A critical or life-threatening situation includes:

- immediate danger
- physical or sexual assault
- serious injury or illness
- student threatened with violence
- there has been a death.

You can download the [Emergency+](#) application (app) from the Apple, Google and Microsoft app stores. The [Emergency+](#) app helps provide critical location to emergency services.

9. School Emergency and Lockdown Procedure

Fire Drill

If you hear an alarm and the word 'evacuate': this is the alarm for a Fire Drill.

You must walk calmly to the basketball courts and find your home class teacher and line up in alphabetical order. Remember to follow your teacher's instructions at all times and do not leave until given the instruction to do so.

Lockdown

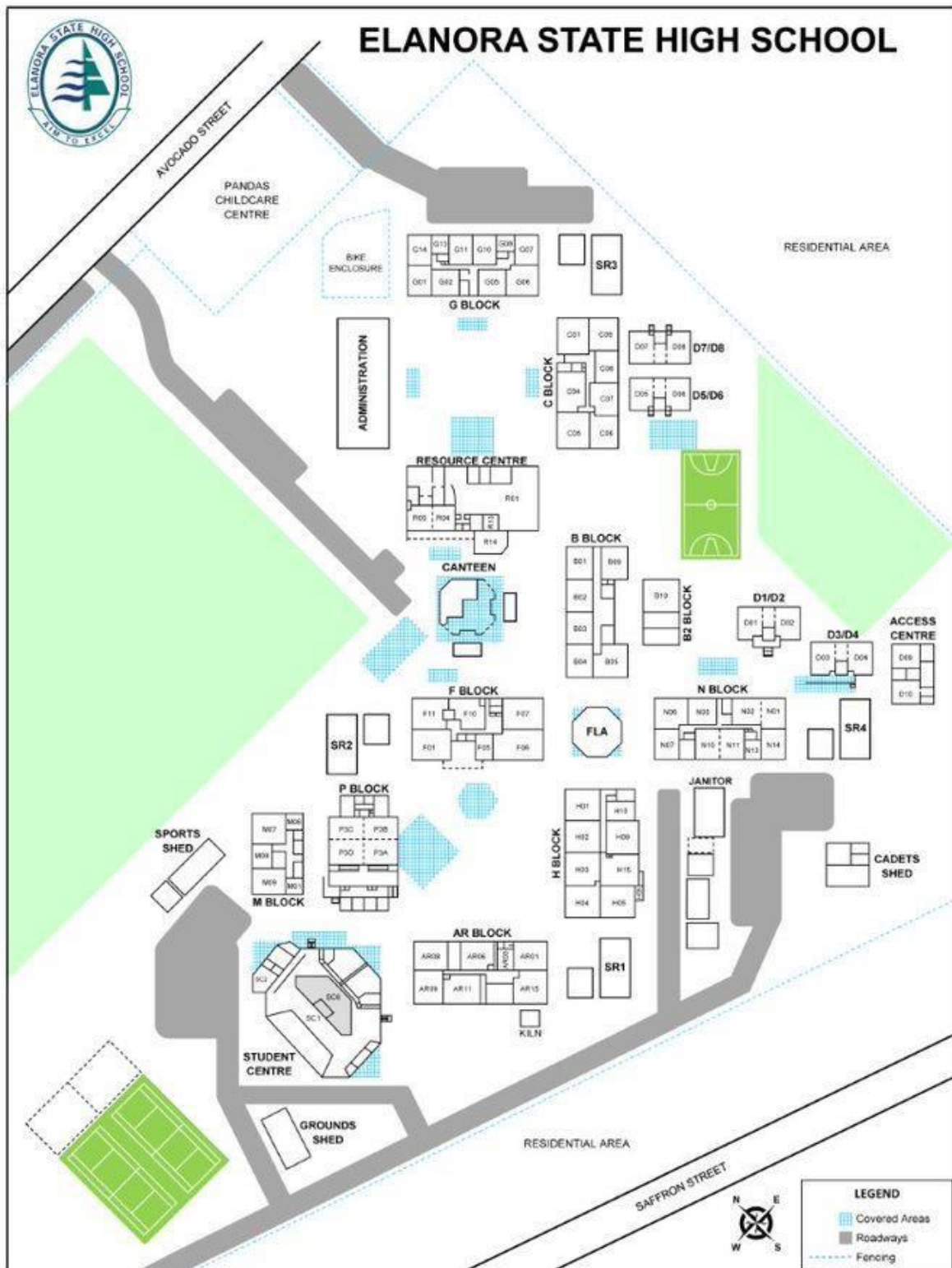
If you hear an alarm and the words 'Lockdown, lockdown, lockdown' this is the procedure for a Lockdown. You are required to turn off the lights and your mobile phone and sit on the ground or get under a desk until the lockdown has been completed.

School bags & Valuables

School bags are not to be taken into classrooms unless you have permission from the teacher. Bags should be left on the bag racks outside the classroom.

You should not keep large amounts of money in your homestay or at school. It is safest to keep your money in a bank account and withdraw cash as you need it.

10. School Map and Facilities



11. Orientation

The Elanora State High School [Overseas student orientation](#) has been designed to have been designed to:

- support your wellbeing
- help you adjust to study life in Australia
- support your academic success.

Before you arrived in Queensland you would have been provided with a pin code to download your [Passport to Queensland](#).

The Passport to Queensland is a mobile app exclusively developed for you as an Overseas student studying an EQI high school program. This unique app contains lots of fun games, videos, activities and information designed to help you settle into your new life and school in Queensland, so you can focus on enjoying your study experience. It also includes modules showing you how to stay safe at the beach, in the bush and in the city.

You can learn more about the app on at the [Frequently Asked Questions](#) page. Alternatively, you can email any questions about the app by emailing yourpassport@qed.qld.gov.au.



12. Daily Timetable

Roll Class

Elanora State High School Student Timetable - Sem 2, Term 3, 2022 V5

Otomo, Hinako (, 0901064250E), Year 10, Bilinga, BIL08 (Mrs Key)

	Monday	Tuesday	Wednesday	Thursday	Friday
ES	7:50-9:00	7:50-9:00	7:50-9:00	7:50-9:00	7:50-9:00
Home	9:00-9:10 BIL08 KEYJE D04	9:00-9:10 YLA102E CHRISA P3A	9:00-9:10 BIL08 KEYJE D04	9:00-9:10 BIL08 KEYJE D04	9:00-9:10 BIL08 KEYJE D04
P1	9:10-10:20 QMA102B COOLJA AR08	9:10-10:20 QHP102A TURNMA F06	9:10-10:20 QDP102A CHRISA P3D	9:10-10:20 QBS102A PAVIBR C05	9:10-10:20 QEE102B WILLCH G10
MT	10:20-10:50	10:20-10:50	10:20-10:50	10:20-10:50	10:20-10:50
P2	10:50-12:00 QHP102A TURNMA F06	10:50-12:00 QMA102B COOLJA AR08	10:50-12:00 QBS102A PAVIBR G06	10:50-12:00 QMM102A WRIGPA N14	10:50-12:00 QDP102A CHRISA P3D
P3	12:00-1:10 QEE102B BERRHE G10	12:00-1:10 QMM102A WRIGPA N14	12:00-1:10 BIL08 KEYJE D04	12:00-1:10 QHP102A TURNMA F10	12:00-1:10 QBS102A PAVIBR G06
Lun	1:10-1:55	1:10-1:55	1:10-1:55	1:10-1:55	1:10-1:55
P4	1:55-3:05 QMM102A WRIGPA N14	1:55-3:05 QDP102A CHRISA P3D	1:55-3:05 QEE102B BERRHE G10	1:55-3:05 QMA102B COOLJA AR08	1:55-3:05 SPT102G COOLJA G06

Legend:

Class Code	Class Name	Teacher Code	Teacher
BIL08	Roll Class	BERRHE	Mrs Berry
QBS102A	Business Studies	CHRISA	Miss Christoffel
QDP102A	Drama in Practice	COOLJA	Ms Cooley
QEE102B	Essential English	KEYJE	Mrs Key
QHP102A	Hospitality Practices	PAVIBR	Mrs Pavichievac
QMA102B	Media Arts in Practice	TURNMA	Ms Turner
QMM102A	Mathematical Methods	WILLCH	Mrs Williams
SPT102G	Sport	WRIGPA	Mr Wright
YLA102E	Year Level Assembly		

Elanora State High School
Student Timetable - Sem 2, Term 42 2022 V3

(5784416825E), Year 11, Duranbah, DUR05 (Ms Lee)

	Monday	Tuesday	Wednesday	Thursday	Friday
ES	7:50-9:00 ENG112C WAKEGE C08	7:50-9:00 MHS112A CHRISA D02	7:50-9:00	7:50-9:00 PSY112A KUEHAN B05	7:50-9:00
Home	9:00-9:10 DUR05 LEEJI B09	9:00-9:10 YLA112C LAYTIS C06	9:00-9:10 DUR05 LEEJI B09	9:00-9:10 DUR05 LEEJI B09	9:00-9:10 DUR05 LEEJI B09
P1	9:10-10:20 IST112D BERRHE C01	9:10-10:20 MAE112A AUBRNI N02	9:10-10:20 PSY112A KUEHAN B05	9:10-10:20 ENG112C WAKEGE C08	9:10-10:20
MT	10:20-10:50	10:20-10:50	10:20-10:50	10:20-10:50	10:20-10:50
P2	10:50-12:00 MAE112A AUBRNI N02	10:50-12:00 IST112D BERRHE C01	10:50-12:00 ENG112C WAKEGE C08	10:50-12:00 SCP112A FITZNI B04	10:50-12:00
P3	12:00-1:10 MHS112A CHRISA D02	12:00-1:10 SCP112A FITZNI B04	12:00-1:10 DUR05 LEEJI B09	12:00-1:10 MAE112A AUBRNI N02	12:00-1:10
Lun	1:10-1:55	1:10-1:55	1:10-1:55	1:10-1:55	1:10-1:55
P4	1:55-3:05 SCP112A FITZNI B04	1:55-3:05 PSY112A KUEHAN B05	1:55-3:05 MHS112A CHRISA D02	1:55-3:05 IST112D BERRHE C01	1:55-3:05

Legend:

Class Code	Class Name	Teacher Code	Teacher
DUR05	Roll Class	AUBRNI	Miss Aubrey
ENG112C	English	BERRHE	Mrs Berry
IST112D	Independent Study	CHRISA	Miss Christoffel
MAE112A	Essential Mathematics	FITZNI	Ms Fitzpatrick
MHS112A	Modern History	KUEHAN	Ms Kuehl
PSY112A	Psychology	LAYTIS	Mrs Layt
SCP112A	Science in Practice	LEEJI	Ms Lee
YLA112C	Year Level Assembly	WAKEGE	Miss Wakefield

Orientation Timetable Day 1

Monday 23 January 2023

Venue: International Centre

7:30 – 9:00am	Uniform Fitting
9:00 – 9:30am	Beach Safety
9:30 – 10:20am	<ul style="list-style-type: none"> • Welcome to Australia and Elanora State High School – check list completion. • Introduction of student leaders - “Getting to know you” activity. • Overview of ESHS and International program. • Overview of school schedule Emergency Card. • Discussed/Students to enter 1800 QSTUDY number into phones. • Discussion on how to make timetable changes (Tonia) • Team App Set Up and Sonder set up (Allianz students) – International leaders to help students
10.20-10.50am	First Break – Own food
10.50 – 11.15am	<ul style="list-style-type: none"> • Introduction of Support Staff - Brooke Rees (EALD Teacher) Michael Watson (GO) School Nurse & School Chaplains (Todd & Phil).
11:15 – 12:00pm	<ul style="list-style-type: none"> • ESHS Presentation – session 2 – uniform, visa conditions, homestay rules – Michelle Hewison to come to talk about Uniforms.
12:00 – 12:15pm	Principal’s Welcome
12:15 – 1.10pm	<ul style="list-style-type: none"> • Leaders to conduct school tour.
1.10-1.55pm	LUNCH – Domino’s / Subway / Zambros

Orientation Timetable Day 2

Tuesday 24 January 2023

Venue: International Centre

9:20 – 10:20am	Jenga Game with Leaders
10.20-10.50am	First Break
10.50 – 12:00pm	<ul style="list-style-type: none">• International Student Trips• Excursion notes / Water Skills• Travel and Activity Request forms• Students to complete Quiz on EQI Program and expectations.
12:00pm	<ul style="list-style-type: none">• Students to attend CLASS

Assembly

Assembly at Elanora State High School is held every Wednesday during Period 3.

International Student Meeting

International students meet each week in the International Centre at first break, from 10:20am – 10:50am. Your international coordinator will advise you what day this will occur. The purpose of the short meeting is to check in with how your studies, homestay and school life are going. At the meeting you can ask questions and share your thoughts and ideas. Your International Student Coordinator will also provide updates on issues relevant to your studies, school events and upcoming items of interest.

13. What to do when...

13.1 Late for school or class

Go to administration and ask for a late pass, you must present them with a note from your homestay otherwise you will be issued with a detention. Once you have your late pass, you need to take it to your teacher.

13.2 Leaving school during the day

Take a note from your parent or host parent to Student Services in the morning and ask for a leave pass. Show this to your teacher when you need to leave.

13.4 Feeling sick or unwell

Go to the main office and ask them to inform your host family.

13.5 Wanting to change subjects

If you wish to change subjects, you need to see Mrs Wilkes in “Staffroom 1” within the first 2 weeks of term. Unfortunately, no changes will be processed after this time.

13.6 Changing address or contact details

Talk to your International Coordinator to inform them of any changes.

13.7 Wanting to see a Guidance Officer

You have the option of seeing student services to book an appointment, or you can simply ask your International Coordinator to do this for you.

13.8 Lost property

If you have lost something, be sure to let your International Coordinator know. You can also go to Student Services and ask them if it has been handed in as that is where lost property is located.

13.9 Toilet access during class time

Students need to attend toilet breaks during lunch time. If you must go through class, you must first ask your teacher for permission.

14. Accommodation and welfare

Care arrangements

While studying you must live with:

- a parent, legal custodian or Department of Home Affairs (DHA) approved guardian; or
- an approved homestay provider, if you are enrolled in high school, even if you turn 18 before completing your course.

You must not change these arrangements unless we give you written approval.

You must report any serious or urgent threat to your welfare to us immediately.

If you live with a Department of Homes Affairs approved guardian to provide for your accommodation and welfare, we will communicate with that guardian on all matters to do with your enrolment and schooling (including welfare matters) as if the guardian is your parent. You can read more about EQI's Welfare and accommodation in the following documents:

- [Standard terms and conditions](#)
- [Accommodation and welfare](#)

15. Living with a homestay family

Your homestay family plays an important part in your time in Australia. They have been carefully selected and will be eager to welcome you into their home. It may take some time for both yourself and your homestay family to settle in, so please take the time to develop this relationship as it will play a very important part in your happiness and success.

It is important to establish clear expectations from the beginning. If you are unsure about how things are done or what to do, make sure you ask. Your homestay family is there to give you the opportunity to learn about Australian culture and assist you in any way that they can.

Following are some suggestions on what to ask your homestay family.

- What would you like me to call you?
- What do you expect me to do daily?
- Where do I put my clothes that need washing?
- Can I use the washing machine or iron at any time?
- Can I help myself to food and drink at any time?
- Can I move my bedroom furniture around if I wish?
- Is there a special getting up time on weekends?
- Is there a bedtime?
- Can I invite friends around?
 - What are the rules for using the telephone?
 - What are the rules for using the internet?
 - What time am I expected home on the weekends?
 - Can I use household appliances when I wish?
 - When and how loud can I play music?

While studying you must live with:

- a parent, legal custodian or Department of Home Affairs (DHA) approved guardian; or
- an approved homestay provider, if you are enrolled in high school, even if you turn 18 before completing your course.

You must not change these arrangements unless we give you written approval.

You must report any serious or urgent threat to your welfare to us immediately.

If you live with a Department of Home Affairs approved guardian to provide for your accommodation and welfare, we will communicate with that guardian on all matters to do with your enrolment and schooling (including welfare matters) as if the guardian is your parent. You can read more about EQI's Welfare and accommodation in the following documents:

- [Standard terms and conditions](#)
- [Accommodation and welfare](#)

Curfews

You are required to comply with curfew times set by EQI while living in your homestay.

Sunday, Monday, Tuesday, Wednesday and Thursday nights

Junior High (Years 7-10) students must be home **by 6:00pm**

Senior High (Years 11 & 12) students must be home **by 7:00pm**

THURSDAY NIGHT- If shopping only, to be home by 9pm

Friday, Saturday & School Holidays

Junior High (Years 7-10) students must be home **by 9:30pm**

Senior High (Years 11 & 12) students must be home **by 10:30pm**

*unless involved in sport arrangement/ extracurricular activity, must be submitted for approval by coordinator.

16. Culture Shock

Culture shock refers to the emotional and psychological reactions to an unfamiliar culture and environment.

For Overseas students, culture shock is often uncomfortable and disorienting. Although culture shock can be positive in some ways, it's important for students to understand what culture shock is, what causes it, and how to manage its effects.

Some of the signs of culture shock include:

- feeling isolated
- increasing frustration with your host country, the school and host family
- irregular sleep patterns
- spending a lot of time alone in your room
- you are easily upset and can't concentrate at school.

Culture shock can be described as consisting of at least one of four distinct phases: honeymoon, negotiation, adjustment and adaptation.

Honeymoon phase

The first stage of culture shock is usually positive. During the honeymoon phase the differences between the old and new culture are seen in a romantic light. For example, in moving to Australia to study, you might love the new food, the pace of life, and the locals' habits. During the first few weeks most students are fascinated by the new culture.

Frustration/ Distress phase

After some time (usually around three months, depending on the individual), differences between the old and new culture become apparent and you may feel uneasy. Excitement may eventually give way to unpleasant feelings of frustration as a person continues to experience unfavorable events that may feel strange. Language barriers, traffic safety and food differences may heighten the sense of disconnection from the surroundings.

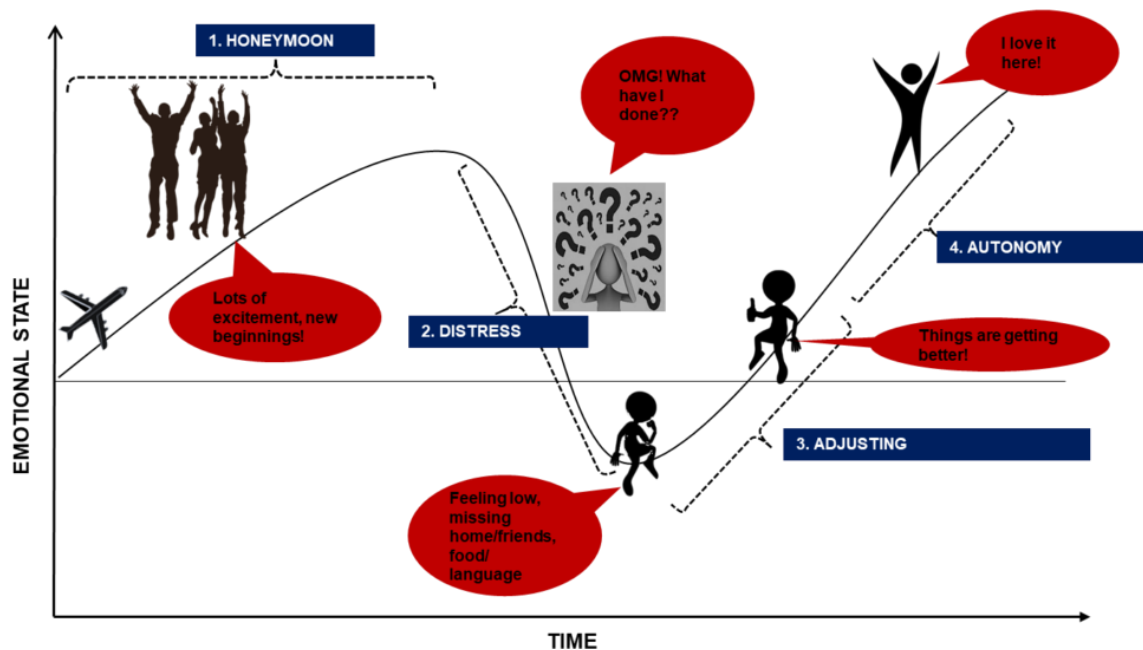
During this phase students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

Adjusting phase

After some time (usually 6 to 12 months), a person grows accustomed to the new culture and develops routines. During this phase a person knows what to expect in most situations and the host country no longer feels very new. During this phase people develop problem-solving skills for dealing with the culture and begins to accept the culture's ways with a positive attitude. The culture begins to make sense, and negative reactions and responses to the culture are reduced.

Acceptance/ Autonomy phase

Individuals in the acceptance phase are able to participate fully and comfortably in the host culture. Mastery does not mean total conversion; people often keep many traits from their earlier culture, such as accents and languages.



If you think you are feeling culture shock, here are some things that you can do:

- Be patient with yourself as culture shock is a normal reaction to a changed environment.
- Talk about how you are feeling with your host family, friends or a member of the international team.
- Keep in contact with your loved ones back home.
- Socialise and make new friends.

It is important to remember the following:

- Culture shock is a perfectly normal part of the study abroad experience.
- It is important to remember that it will pass.
- Use the experience as an important learning opportunity, helping you to become versatile and adaptable to change. It will equip you with valuable life skills that are some of the greatest benefits of studying abroad.
- Step outside of your comfort zone, make new friends, and take full advantage of the once-in-a-lifetime experiences while you can.

While studying you must live with:

- a parent, legal custodian or Department of Home Affairs (DHA) approved guardian; or
- an approved homestay provider, if you are enrolled in high school, even if you turn 18 before completing your course.

You must not change these arrangements unless we give you written approval.

You must report any serious or urgent threat to your welfare to us immediately.

If you live with a Department of Homes Affairs approved guardian to provide for your accommodation and welfare, we will communicate with that guardian on all matters to do with your enrolment and schooling (including welfare matters) as if the guardian is your parent. You can read more about EQI's Welfare and accommodation in the following documents:

- [Standard terms and conditions](#)
- [Accommodation and welfare](#)

17. Contact details

You must let your school know your residential address in Australia within seven days of arriving in Australia. You must also tell the school of any changes of residential address within seven days. Failure to do this may affect your student visa.

We also need your current telephone number and email contact details, as well as the contact details of your parent/s/legal custodians and emergency contact person/s. Any changes need to be given to us within seven days.

18. EQI Standard Terms and Conditions

Before you arrived in Australia you were provided with a copy of the [EQI Standard Terms and Conditions](#). The Standard Terms and Condition outline EQI policies that relate your responsibilities and rights and EQI's responsibilities and actions required to be taken during your course of study in Queensland.

If you have not read the Standard Terms and Conditions please do so. The Standard Terms and Conditions are available in the following languages:

- [Simplified Chinese](#)
- [German](#)
- [Italian](#)
- [Japanese](#)
- [Vietnamese](#)

19. Visa Conditions

19.1 Attendance

Elanora State High Schools [attendance policy](#) aims to ensure students are actively engaged in school and attend every day to ensure optimal individual outcomes and student engagement. We have high expectations of student attendance. Once you have enrolled Elanora State High School, it is your responsibility to ensure that you are at school every day and that you arrive on time, ready to start class at 7:50am if you are in year 11 and 12, or 9am if you are in years 7 – 10.

You are expected to maintain 100% attendance unless you are sick. You should always tell the school if you cannot attend for all or part of the day.

In the event that you are going to be absent from school ask your homestay parent to notify the school on the day of the absence via the absentee line 0476 850 645 stating your name and class, the name of the person reporting the absence, the reason for the absence and the expected return date.

The school will record your attendance or absence every day. All absences are recorded on your school report. Electronic rolls will be marked every period. An SMS message will be sent to your homestay parents of an unexplained full day absence.

It is a condition of your Sub-class 500 (schools) visa that you maintain satisfactory attendance during your period of study. Commonwealth law requires EQI to be proactive in notifying and counselling Overseas students who are at risk of failing to meet attendance requirements. EQI is required by law to report Overseas students who have breached attendance requirements.

2 - 3 DAYS - YOU HAVE REACHED 95%	<ul style="list-style-type: none"> - Meet with International Student Coordinator - International Coordinator to discuss concerns with HOD International - Refer to Nurse/Guidance Office if concerns about wellbeing are raised
4-5 DAYS – YOU HAVE REACHED 94-90%	<ul style="list-style-type: none"> - Meeting with International Coordinator and HOD International - Referral to Nurse/Guidance Officer if concerns about wellbeing are raised - Courtesy email sent to agency and host family to inform them of conversation and to explain to them that an official warning letter will be the next step.
6- 7-8 DAYS – YOU HAVE REACHED 89-85%	<ul style="list-style-type: none"> - International Coordinator to organise a meeting with Principal and Student - Warning letter given to student. Also to be sent to Parent/Homestay/Agent/EQI - Attendance Warning Letter – must be put onto an Elanora Letterhead.
9 + DAYS – YOU HAVE REACHED 80%	<ul style="list-style-type: none"> - EQI will be notified - Director of EQI will inform Department of Immigration

At risk of failing to meet attendance requirements

In the [EQI Standard Terms and Conditions](#) you are considered to be at risk of failing to meet attendance requirements if:

- you are absent for five consecutive days or more;
- your attendance falls to 90% of your course contact hours in any [school term](#); or
- if the school has concerns about your attendance record.

Your International Student Coordinator will require you to meet with them about your attendance record and provide evidence explaining your absences (such as medical certificates) if they are concerned.

If your attendance falls to 85% of your course contact hours in any term, we will give you and your parents/legal custodians and your Department of Home Affairs approved guardian (DHA approved guardian) a written warning.

19.2 Unsatisfactory attendance

If you do not attend at least 80% of your course contact hours, EQI will notify you in writing of their intention to report you to authorities for not achieving satisfactory attendance. EQI may exercise discretion not to report you if:

- you provide evidence of compassionate or compelling circumstances explaining your absences;
- EQI are satisfied that, in all the circumstances, it is reasonable not to report you; and
- your attendance record is at least 70% (if your attendance falls below 70%, EQI is required to report you).

If you receive a notice of EQI's intention to report you to authorities, you have the rights set out under the Appeals Policy section of the [EQI Standard Terms and Conditions](#).

You can read in more detail about your attendance requirements at:

- [EQI Standard Terms and Conditions](#)
- [EQI Attendance – Subclass 500 \(schools\) visa procedure](#)
- [Elanora State High School – Attendance Policy](#)

19.3 Course progress

You must maintain satisfactory course progress for each study period as required by us and outlined in the [Entry and course requirement standards](#). Maintaining satisfactory course progress is a condition of your student visa. If your course progress is not satisfactory, EQI report it to authorities and your student visa may be cancelled.

At Elanora State High School we provide written reports to you and your parents or legal custodians every semester as per the [P-12 curriculum assessment and reporting framework](#) available on the Queensland Department of Education website.

You must complete your course within the time set out in the Confirmation of Enrolment that EQI sent you.

EQI may extend the time to complete your course only if:

- there are compassionate or compelling circumstances;
- your course load is reduced because you are having difficulty making satisfactory course progress; or
- a deferral or suspension of study is approved (see the [Deferral, Suspension and Cancellation Policy](#) section of the [EQI Standard Terms and Conditions](#)).

Where there is an adjustment to course length you must contact the Department of Home Affairs to seek advice about any potential impacts on your visa, including the need to obtain a new visa.

19.4 Unsatisfactory course progress

Elanora State High School will monitor your workload and your results to ensure you complete the course on time. We will also assist you if you are having difficulties. If you are at risk of not meeting course progress requirements, we will implement suitable intervention strategies with enough time for you to achieve satisfactory course progress.

19.5 Formal intervention

If you are not making satisfactory course progress, the principal will give you and your parents or legal custodians a written warning. You will be required to meet with the principal to develop a plan to improve your performance.

If your next study period report indicates continuing unsatisfactory course progress, EQI will notify you in writing of our intention to report you to authorities for breaching the requirement of your visa to achieve satisfactory course progress.

EQI may notify you earlier if, in their opinion, you will not be capable of meeting the course requirements. If you receive a notice of EQI's intention to report you to authorities, you have the rights set out under the **Appeals Policy** section of [EQI Standard Terms and Conditions](#)

You can read in more detail about your attendance requirements at:

- [EQI Standard Terms and Conditions](#)
- [Course progress – Subclass 500 \(schools visa procedure\)](#)

19.6 Behaviour

Elanora State High School is committed to providing a safe, respectful and disciplined learning environment for students and staff, where students have opportunities to engage in quality learning experiences and acquire support of their lifelong wellbeing.

The [Elanora State High School Responsible Behaviour Plan](#) is available on the school website. The Responsible Behaviour Plan for Students is designed to facilitate high standards of behaviour so that the learning and teaching in our school can be effective and students can participate positively within our school community.

[EQI Standard Terms and Conditions](#) state that at school you must:

- participate actively at school;
- take responsibility for your own behaviour and learning;
- respect other members of the school community and the school environment and property;
- cooperate with staff and others in authority; and
- comply with Elanora State High Schools rules – student code of conduct and school policy and procedures at all times;
- you must comply with Australian laws and with the conditions of your student visa;
- not drink alcohol, smoke, misuse prescription medication or use illegal drugs;
- not do anything that endangers your safety or the safety of other people; and
- not do anything that may bring your school or the International Student Program into disrepute.

If your behaviour is unsatisfactory, EQI may cancel or suspend your enrolment. This may affect your student visa.

20. Holidays

If you are booking travel for holidays, please try to travel only during the official holiday period. Please refer to the following school term calendar and attached 2023 Queensland Education Calendar:

Term	Dates	Length
Term 1	Monday 23 January - Friday 31 March	10 weeks
Holiday	01/04/2023 – 16/04/2023	Autumn
Term 2	Monday 17 April - Friday 23 June	10 weeks
Holiday	24/06/2023 – 09/07/2023	Winter
Term 3	Monday 10 July - Friday 15 September	10 weeks
Holiday	16/09/2023 – 02/10/2023	Spring
Term 4	Tuesday 3 October - Friday 8 December	10 weeks
Holiday	09/12/2023 – 21/01/2024	Summer

21. English as a Second Language or Dialect (ESL/D)

During your time here at Elanora State High School, you will be supported by our ESL teacher at set times through the term. Extra support is also available through tutorials and ESL lessons outside of school. Please see the International Coordinator for further information.

22. Additional study support programs

Your International Coordinator will advise of any support programs available.

23. Legal services

There are a variety of legal services in the community around our school. If you need to access legal services please see the International Student Coordinator.

[Legal Aid Queensland](#) can help with free advice about most personal legal problems including civil law problems such as consumer issues. You can contact Legal Aid Queensland at www.legalaid.qld.gov.au or call 1300 651 188 Monday to Friday 8:30am to 5:00pm.

For legal advice you can also contact a private solicitor or a [Community Legal Centre](#).

If you are unsure about your immigration rights and responsibilities, you can contact the [Refugee and Immigration Legal Service](#) (RAILS) for advice and assistance relating to immigration matters.

24. Emergency and health services

If you have a medical emergency or need assistance with a medical matter you can call **1800 QSTUDY** (1800 778 839). You can also call your Overseas Student Health Cover (OSHC) provider.

24.1 Overseas student Health Cover (OSHC)

OSHC is insurance to assist Overseas students meet the costs of (Public) medical and hospital care that they may need while in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services.

Details and costs of policies, including what an OSHC policy will and won't cover, and any waiting periods that may apply to certain treatment types, can be obtained by contacting each insurer directly.

OSHC is considered adequate health insurance, however, if you find your OSHC policy does not cover you for everything you want, you can take out additional private health/travel insurance. Your OSHC provider can help you with a range of medical advice. You **should** check with your OSHC provider website as the services and support provided can vary from provider to provider.

Common advice and support OSHC providers may provide include:

- medical assistance
- referral to a doctor for medical treatment
- getting access to an interpreting service
- counselling services
- referral to a legal service
- family and friends messaging services in the event of an emergency
- personal safety

OSHC providers in Australia include:

Australian Health Management (ahm)

<https://www.ahmoshc.com.au/>

Allianz

<https://www.allianzcare.com.au/en.html>

BUPA Australia

<https://www.bupa.com.au/health-insurance/oshc>

Medibank Private

<https://www.medibank.com.au/overseas-health-insurance/oshc/>

NIB Health Funds Limited

<https://www.nib.com.au/overseas-students>

25. Medical matters

25.1 Health information

To help us support you, we need you to tell us everything we might need to know about your physical and mental health, including your medical history, conditions and allergies, and all medications you use so we can organise anything you might need and (if you are living with a homestay provider) approve and monitor your support and general welfare arrangements as required by your student visa. This applies before you arrive in Australia and during your stay.

25.2 Visiting a doctor

If you need to visit a doctor, ask your homestay family to help you make the arrangements. Otherwise, if you're insured with AllianzCare please follow the instructions below:

Option 1

- Go to www.allianzcare.com.au
- Click on "find a doctor" at the top of the page
- Choose visa type "student OSHC"
- Put your postcode in and search

Option 2

- Go to www.doctorsondemand.com.au
- Add your policy number (it starts with P003...)
- Search for doctor.

> I believe both options are free under AllianzCare insurance.

Option 3

- Go to a local doctor
- Pay for the treatment upfront
- Request receipt, breakdown of treatment and medical certificate.
- Claim it back on your insurance by lodging a claim form via <https://www.allianzcare.com.au/en/student-visa-oshc/how-make-claim-oshc.html>

25.3 Medication

If you need to take medication while at school, the medication needs to have a pharmacy label and be handed in to administration. Your homestay family will need to complete a consent to administer medical form. You will need to come to the office at the time the medication is required.

26. Medical treatment

If you need medical or other health care (other than routine care for minor illness or injury), we will use our best endeavours to contact your parents, legal custodians and homestay provider as soon as reasonably possible.

We may, as we think appropriate and in your best interests:

- provide or administer over-the-counter or prescribed medications; and
- administer first aid.

If we think you need treatment from a health care professional, we may authorise any medical and other professional treatment that we believe to be in your best interests. This includes hospital transfers, emergency procedures, and administering drugs and medications. To do this, we may sign consents to medical and other health procedures on your behalf.

You must reimburse us for all costs associated with medical or other treatment that we authorise for you.

For further information please see the [EQI Standard Terms and Conditions](#)

27. Fees

27.1 Tuition

Tuition fees for EQI (CRICOS Provider Code: 00608A) cover:

- all curriculum schooling and teaching costs
- curriculum-related excursions

27.2 Non-tuition fees

Some non-tuition fees may also apply for items such as school uniforms and non-curriculum activities. Please check with your International Student Coordinator.

27.3 Overseas student Health Cover (OSHC)

OSHC fees± are determined by the OSHC provider and are subject to change. For further information on OSHC, please refer to your OSHC provider.

More information regarding fees can be found at the following link:

- [Fees](#)

28. Transfer policy

You may apply to transfer between Queensland Government schools, a non-government school or another institution registered under Australian law to provide education to overseas students.

Additional tuition, homestay or other non-tuition fees may apply for the new school, depending on the school and course chosen.

Before applying for a transfer, you should talk to your International Student Coordinator and school guidance officer and consider any relevant enrolment deadlines at other schools or institutions.

For more detailed information please see the following documents.

- [Entry and course requirements](#)
- [Standard Terms and conditions](#)

29. Complaints

Before you lodge a customer complaint with the department, you are encouraged to contact your school to try to resolve your issue. If you have an issue with your course, your living arrangements or your welfare, you should discuss this with your International Student Coordinator.

If you have an issue relating to your International Student Coordinator or a decision they have made, you should discuss this with your school Principal. You can bring a support person to help you at any meeting.

Customer complaints are managed in accordance with the Department of Education's [Customer Complaints Management Framework](#) and the [Standard Terms and Conditions](#) you were provided with prior to commencing your course.

You can make a formal complaint if you are dissatisfied about the service or action of a school, the department, its staff, or education agents with which EQI has arrangements to deliver your course-related service. EQI does not charge a fee for accessing the complaints process.

You can ask for help writing your complaint (for example, from your parents, your homestay provider or a lawyer) and can bring a support person to help you at any meetings we have to discuss your complaint.

More detailed information can be found in the links provided above.

30. Appeals

You can appeal a decision EQI makes (**Internal Appeal**):

- to report you to authorities (see the [Attendance – Subclass 500\(schools\) visa procedures](#) and [Course progress – Subclass 500 \(schools\) visa procedure](#))
- not to defer or suspend your enrolment, as requested by you – please see the [Deferral, Suspension and Cancellation procedure](#);
- to suspend or cancel your enrolment, as initiated by us – please see the [Deferral, Suspension and Cancellation procedure](#);
- to refuse your request for a transfer – please see [Transfer – Subclass 500 \(schools\) procedure](#); or
- as a result of your complaint to us – please see the [Complaints and appeals – Subclass 500 \(schools\) visa procedure](#).

EQI does not charge a fee for using the appeals process.

31. External appeal

If you are not satisfied with the decision, you can lodge a complaint (**External Appeal**) with the Queensland Ombudsman by email to ombudsman@ombudsman.qld.gov.au or by post to Queensland Ombudsman, GPO Box 3314, and Brisbane Qld 4001 within 10 working days of receiving our decision.

EQI will comply with any decision the Ombudsman makes.

32. Travel and activities

32.1 Routine activities for homestay students

While living in homestay you must discuss routine activities with your homestay provider and comply with homestay provider decisions. Routine activities include travel to and from school or off-site school activities, everyday travel with the homestay provider, and normal domestic activities such as shopping, entertainment, sports, visiting friends and health care consultations. It does not include overnight stays away from your homestay address.

32.2 Non-routine activities for homestay students

You must obtain our permission for all non-routine activities. This includes overnight travel away from your homestay provider's residence (with or without your homestay provider), activities where the Department of Education, trading as Education Queensland sports, leisure and recreation provider requests parental consent or activities that require supervision other than your homestay provider.

To request permission to participate in non-routine activities, please complete the Travel and activities request form (link below) and submit it to your International Student and/or Homestay Coordinator.

In assessing your request, will consideration will be given to all relevant circumstances including the nature of the activity, the arrangements for supervision, your welfare and your age and maturity. We may also consider the views of your parents, legal custodians and homestay provider but we will not necessarily grant permission even if they consent.

32.3 Related documents

- [Non-routine travel and activities for homestay students – Subclass 500 \(schools\) procedure](#)
- EQI sports leisure and recreation provider procedure – Subclass 500 (schools) procedure
- [Travel and activities request form](#)

32.4 No high-risk activities

You must not undertake high-risk activities, even if you have the permission of your parents, legal custodians or homestay provider, unless the activities are approved by EQI.

“High-risk activities” means any activity which inherently poses an increased risk of harm, illness or injury. Examples of high-risk activities are extreme sports, water activities and recreational activities with dangerous elements.

33. Refund policy

33.1 Your rights

If you do not complete your course, you may apply for a refund of some fees already paid by you (in certain circumstances). Some tuition and non-tuition fees charged by EQI are not refundable.

EQI will also pay any other refunds required by Australian law. If you demonstrate compassionate or compelling circumstances, EQI may agree to refund other unspent fees at their discretion.

Refund requests for OSHC fees must be made to your Overseas student Health Insurance (OSHC) provider.

The right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies.

More detail regarding refunds can be accessed at:

- [Standard Terms and Conditions](#)
- [Refund request form](#)

34. School policy and procedures

34.1 Anti-bullying policy

You are never alone. For more information, please read through our [Safe School Policy](#).

34.2 Bring your own device

Further information on our BYOD program can be found [here](#).

34.3 School network and internet policy

You can find further information on our Internet Policy [here](#).

34.4 Use of mobile phones

Mobile phones are NOT to be used at any time here at Elanora State High School. Please read our [Mobile Phone Policy](#).

34.5 Uniform requirements

Please read our uniform policy [here](#).

All students are required to wear the uniform correctly and are encouraged to take pride in their appearance by keeping their uniform neat and tidy. Sleeves must not be turned up and shorts and skirts must not be turned up or down. Skirts and shorts must be worn at the length sold with school logo visible. No modifications are permitted without the Principals written approval.

International Students are required to purchase their own school uniforms. Please refer to our [Uniform Price List](#).

Uniform routine

- Formal uniform is to be worn every day.
- Sports uniform is to be worn only on Wednesdays. Students who do subjects such as Sport and Rec or Physical Education need to get changed into their sport uniform before class.

A hat must be worn at all times in the hat zone areas. Please refer to the [Uniform Policy](#).

35. Banking

To open and operate bank account the following information is offered as a guideline as practice may vary from bank to bank.

If you are experiencing difficulties please see the International Student Coordinator.

- To open an Australian bank account you will need to present your passport and possibly additional information.
- The majority of banks and building societies have internet banking, telephone banking, Automatic Teller Machines (ATM's) and branch access.

Some banks are now offering an app that you download to your smartphone to do your banking.

- Once your account is opened you will receive in the mail a card and a pin code Personal Identification Number code (PIN Code). You should **NEVER** disclose your PIN code to anyone.
- For your parents to transfer funds into your account you will need to provide them with the local branch identification number, your account number, bank contact details and swift code. Check with your bank as to their process and requirements).
- Credit cards such as Visa, MasterCard and American Express are widely accepted across Australia.
- Check with your bank as to opening hours during the week and on weekends.
- Do not carry large sums of money at school or when out in public.

36. Transport

You are photographed in your first week at Elanora for your ID card. You need this identification for library resources, printing and to receive student discounts when purchasing your Go Card for transport services on the Gold Coast.

Please make sure when you get your student Go Card that you always have funds (money \$) on your card and that you tap on and off when on the buses, trams or Brisbane ferry services. Please see below the tap on device that you will see when stepping on and off the buses and trams and ferries.



36.1 Transport – Getting Around on the Gold Coast....It's Really Easy

For information on public transport go to the Translink website. There is also a “Plan Your Journey” option on this website which will tell you what buses to catch and how long your journey will take you. Please always travel in numbers and not alone for your own safety

<http://www.translink.com.au/> or phone 13 12 30.

For Taxi cabs call 131 008 or you can download the **UBER App** on your smart phone and book an UBER driver to collect you and take you to your destination.

Please remember that students are expected to stand on trains and buses if there are not enough seats for all adult passengers or elderly people. If there is not a spare seat for an adult passenger you should offer your seat. If you have to stand, do not stand near the doors, and make sure you hold onto something.

Please also remember to press the STOP Button on our BUS services so they know to stop at the next bus stop you wish to get off at.

36.2 Driving

You must refer to the [Standard terms and conditions](#) and contact your International Student and/Homestay Coordinator for further advice and approvals when considering:

- driving a vehicle
- becoming a passenger in a vehicle driven by a driver with a learner (L plate) driver's license or provisional (P plate) driver's license.

37. House Structure

37.1 House Groups

Here at Elanora State High School we have 4 house groups. Kirra, Bilinga, Coolangatta and Duranbah. Sporting activities and Home Class (Roll Class) are run within these groups.

House Name	Meaning	Colour	Symbol
Kirra Coolangatta Bilinga Duranbah	Local Beaches on the Gold Coast	Orange & Purple Blue & Green Yellow & Pink Red & Black	Eagles Cougars Bears Devils

37.2 Purpose of the House Structure

Our house group structure here at Elanora, enables the development of student relationships vertically as well as horizontally within the already strong house ethos. With home classes, the home group becomes much more like a family. The home class group itself is part of a larger house family.

37.3 Sporting Events

When you commence school at Elanora you will be allocated to one of 4 Houses (teams) for sporting competitions. Although it is not compulsory to compete in these events it is a school day and you are expected to attend and are encouraged to participate and support your house.

The main competitions are the:

- Inter-house Swimming Carnival (February)
- Cross-Country Event (April)
- Inter-house Athletics Carnival (July)

On these days you are encouraged to wear clothing to support your house teams.



38. Australian families

In Australia there is no typical family and families differ widely from each other in many ways. This is in part due to Australia being a *multicultural* society i.e. many cultures from all over the world choose to settle in Australia.

Australian families *usually* have a mother and a father, children and pets. It is also common to find *single parent* families with either the mother or father responsible for keeping the home and caring for children.

It is expected in most Australian homes that people living in the home help with household tasks. These tasks may include helping with food preparation and cleaning up, keeping their own bedroom clean, washing and ironing their own clothes.

39. Australian teenagers

Australian parents expect to be told where their teenagers are going, who they are going with, what they will be doing and the time they will be done. Homestay parents expect the same courtesy from their Overseas student. It is extremely important that international students let their homestay parents know these things also. This will avoid a lot of worry.

It is also polite to tell homestay parents in advance if you will not be home for dinner. Most parents set a time by which their children must return home, and also usually set a time for going to sleep. Some Overseas students find this difficult because they usually stay up very late. Australians generally get up early in the mornings. Australian teenagers participate in a wide range of activities such as using the computer, visiting friends, shopping and enjoying the outdoors.

40. Mealtimes

40.1 Breakfast

You will be expected to make your own breakfast with food provided by the homestay family. In Australia, the typical breakfast can include;

- **Cereal** (a carbohydrate consisting of grains such as wheat, oats or corn) served with milk
- **Toast** (sliced bread that is heated in an electrical appliance called a toaster) with toppings such as peanut butter spread, Vegemite or cheese

- **Eggs** that are cooked and served with toast

Ask your homestay family what food is available for breakfast and ask them to show you how to prepare it. Let your homestay know if there are certain foods that you like or dislike so that they know what to buy when shopping. Please wake up early enough to allow yourself time to prepare a nutritious breakfast before leaving for school and remember to clean up afterwards.

40.2 Lunch

It is most likely that you will also be required to *make and pack* your own school lunch using food provided by the homestay. In Australia, it is common for lunches to consist of sandwiches (two slices of bread with fillings such as spreads, cooked meats or salads), something sweet like biscuits or cake, a piece of fruit and a cold drink. Sometimes families give students leftover food from dinner and it can be heated up using the microwave at school. Talk to your homestay family about the choice of foods available for lunches, and if you have any problems please see the Homestay Coordinator.

40.3 Dinner

Dinner time varies depending on the age of the children living in the home and the hours the parent/s work until, but generally dinner is served anywhere between 5.30pm and 7.30pm. Food that is served for dinner varies greatly, however dinner usually consists of a kind of meat (such as chicken, fish, beef, lamb or pork), a variety of vegetables (potato, beans, peas, broccoli, carrots) and a serve of a carbohydrate (rice, pasta, potato, couscous or bread).

Food is usually served on an individual plate, rather than shared dishes in the center of the table. People eat off their own plate. Generally, all members of the family sit to eat the meal together and talk about the day's events. It is important to participate in *table conversation* as this is an excellent chance for you to improve your conversational English and get to know your homestay family better.

Please circle the foods you're used to eating (like eating) and show your host family:

- | | | | | | |
|------------------------|------------|-------------|---------------|-------------|-------------|
| • Cereal | Bananas | Carrot | Butter | Chicken | Nuts |
| • Yoghurt | Apples | Tomato | Cream cheese | Red meat | Crackers |
| • Toast | Oranges | Leafy salad | Jam | Tuna (can) | Biscuits |
| • Eggs | Peas | Cucumber | Nutella | Sausages | Popcorn |
| • Milk | Pineapple | Broccoli | Peanut butter | Minced meat | Juice |
| • Spreads | Grapes | Potatoes | Honey | Nuggets | nutbars |
| • Bread | Watermelon | Pumpkin | Spices | Tofu | Gluten free |
| • Sliced cheese | Avocado | Peppers | Vegemite | Soy meat | Nut milk |
| • Other (please add) = | | | | | |

Expected table manners

Do:

- Wait until everyone is seated before eating
- Eat with your mouth closed
- Make a positive comment on the meal

Don't:

- Talk with your mouth full
- Eat noisily – Try not to slurp your food
- Leave the table without asking, or thanking the cook

Food customs vary greatly between cultures, so ask your homestay parent if you are unsure about what is expected at the dinner table. Eating dinner with your family should be an enjoyable experience. Remember, it is okay to ask for more food if you are still hungry.

41. Socialising with friends

Hopefully you will make many friends while you are in Australia, and want to go out with them on the weekends. Please be considerate of your host family and always ask for permission, let them know where you are and when you will be home. As a general rule, socialising should be limited to weekends, as week nights are for study and to spend with your host family. If friends ask you to stay over, discuss this with your host family. They may also allow you to have friends to stay, but remember not to inconvenience your host family by always having your friends in the house. Please ask your homestay parent before inviting friends over to your homestay.

Please remember to complete a travel form for overnight travel.

42. Expressing emotions

Australians tend to express their emotions openly and are not usually embarrassed about showing others that they are happy, sad, etc.

Many Australians find it quite acceptable to openly disagree with another person's opinion, as long as this is done in a non-aggressive and reasonable manner. In most cases, it is also considered acceptable to discuss personal problems with other people, especially friends, family and trained professionals (i.e. guidance officers in schools)

43. Communication

It is normal to feel nervous when you first meet your homestay family. You will begin to feel happier when you get to know the family better. Talking to your homestay family about any worries or questions you have when you first arrive will help you adjust to living in a new country.

If you do not speak English well, you can still communicate by using the following;

- Use Google Translate or an electronic dictionary
- Draw a picture of what you want to say
- Use hand gestures or mime
- Ask another student to interpret for you

Spend some time each day with your homestay family. You can do this by watching a TV show with them, helping with dinner preparation, asking questions about Australia or talking about your home country. Don't spend all of the time in your bedroom on the computer. It is very important to make the effort to get to know your family and build a friendship with them. If you have difficulty communicating with your family please see the Homestay Coordinator for some advice and guidance.

44. Manners

Manners are very important in Australian culture, and parents encourage their children to say "please" and "thank you" when they ask for something. They also encourage them to apologise (say "I am sorry") when they have done something wrong, or have upset someone. When asking for something, please remember to say, "Can I *please* have ..." and say "thank you" when you receive it.

45. Transport to school

If you live close to school, you may walk to school or ride a bike (please remember you are required by law to wear a helmet whilst riding a bike). Before you ride a bike to school, first ask your homestay parent to show you the *designated bikeway* to ensure this travel is safe. If you live further away, you can catch a bus or your host parent may drive you. Overseas students are not eligible for a bus pass, so you will have to pay the bus fare to and from school.

46. Swimming

Before engaging in water sports (for example swimming and surfing) all international students are required to complete a water skills assessment. Please contact your International Student Coordinator to arrange a Water Skills Assessment.

Please also see the EQI [Non-routine travel and activities for homestay students – Subclass 500 \(schools\) visa procedure](#)

47. Surf and Beach safety

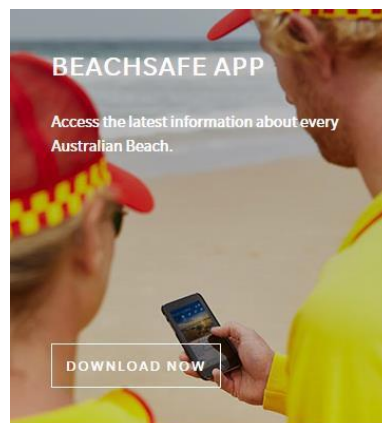
Queensland has some of the most beautiful beaches in the world. However, they can be dangerous for people who are not used to the ocean. Understanding the ocean is very important – the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself safe.

47.1 Surf Life Saving Australia's 10 Surf Safety Hints

1. Always swim or surf at places patrolled by surf lifesavers or lifeguards.
2. Swim between the red and yellow flags. They mark the safest area to swim.
3. Always swim under supervision or with a friend.
4. Read and obey the signs.
5. Don't swim directly after a meal.
6. Don't swim under the influence of drugs or alcohol.
7. If you are unsure of surf conditions, ask a lifesaver or lifeguard.
8. Never run and dive into the water. Even if you have checked before, conditions can change.
9. If you get into trouble in the water, don't panic. Raise your arm for help, float and wait for assistance.
10. Float with a current or undertow. Stay calm. Don't try to swim against it. Signal for help and wait for assistance.

47.2 Useful links

- [Queensland Surf Lifesaving](#)
- <https://beachsafe.org.au/> at this link you can download their Beach Safe app.



47.3 Sun safe

Most of the sun's dangerous UV radiation (as much as 70%) occurs in the middle of the day, so if you are heading outside then you need to take particular care to seek shade, cover up, wear a hat and use sunscreen. Drink plenty of water in hot weather so as not to become dehydrated. Be sun safe by:

- avoid direct sun when possible
- drink plenty of water
- wear a long-sleeve shirt, wide brim hat and sunglasses
- regularly apply an SPF 30+ high protection sunscreen.

48. Road safety

Australian roads can be quite busy during peak time (mornings and afternoons are). It is important to take care when crossing roads, and always cross at intersections with traffic lights and/or pedestrian crossing zones. In Australia we drive on the left-hand side of the road and as such, you will need to **look right, look left, and then look right again before crossing.**

49. Student safety plan

Emergency “000” numbers are free of charge – call this if someone is injured or you are threatened outside of school. At school ask any teacher, office staff or the international staff for help.

Always call the International Homestay Coordinator on the emergency contact numbers **0448 957 931** if you are involved in an **emergency** outside of school. The Police are here to help you. For emergencies call 000. For other matters call 5569 8488.

49.1 Personal Safety in the school grounds

- Know the evacuation and lock-down procedures (*see poster in classrooms*).
- Know and follow the school safety rules.
- Know and follow the school safety procedures.
- Tell the International Student Coordinator about any people or incidents that have made you uncomfortable or have hurt you.
- Report broken or dangerous equipment to International Student Coordinator.
- Report strangers or people acting suspiciously immediately to International Student Coordinator.

49.2 Safety with possessions

- Avoid bringing valuables to school. If you must bring something valuable, leave it at the office for safe-keeping
- Never leave belongings unattended (at school or anywhere else)
- Keep your bag where you can see it and close to your body.
- Report any lost or stolen items immediately.
- Name your belongings, especially your hat, school bag, school jumper and valuable items.

49.3 Safety away from school

- Belong to a group.
- Walk with friends.
- Stay where there are lots of people.
- Keep emergency contact numbers in your phone and have your Emergency Card with you.

49.4 Always tell your host family

- Have enough money to get home and **plan your transport** home before you leave (make sure you know which bus or train you will catch and where to catch it).
- when you are going out, where you are going and when you expect to return.
- Be aware of your surroundings; do not use headphones while walking.
- Avoid travelling alone especially at night – phone someone with the bus route number and the bus number or the taxi company name and the taxi number.
- Always carry your mobile phone charged and with credit available.
- Do not go anywhere with strangers.
- Do not give personal information to strangers.
- Know and follow the EQI travel policy procedures

49.5 Beach Safety

- Always swim with friend- do not swim or surf alone
- Do not swim or surf when the beaches are closed
- Don't swim at night from when the sun is going down or early in the morning due to the sharks in the water
- Always swim between the red and yellow flags

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APPENDIXES

- The Sonder “how to guide”
- Team APP
- 2023 School Calendar
- Year 10 Timetable Sample
- Welcome to Australia Rules
- Uniform Policy
- Mobile Phone Policy
- ISP Travel & Activities Form
- Student Orientation Check-List
- EQi International Student Code of Conduct