



**EVERY  
STUDENT IS  
EXCEPTIONAL**



# INTERNATIONAL HANDBOOK



## AIM TO EXCEL

Our mission is to provide international students with the support and encouragement they need to achieve their full academic potential in a safe and fun learning environment, while providing a unique opportunity to experience Australian culture while studying alongside Elanora students.

Corner Nineteenth Avenue and Avocado Street  
ElanoraOld 4221

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# Welcome to our Homestay Program

International students attending Elanora State High School are required to live in approved homestay accommodation until the end of their program regardless of whether they are over the age of 18 years. The aim is to provide a comfortable environment in which international students feel safe and secure. This allows the student to pursue their studies successfully, while extending their English language ability. Homestay providers must be 25 years of age and over.

This booklet outlines the homestay arrangements which are essential for successful participation in the program and thus the information is important to both students and all members of the homestay family. All aspects need to be carefully considered by both the homestay family and the international student before a homestay agreement is signed.

If there are any concerns about this booklet or any situations arise during participation in the homestay program, the International Student Coordinator should be contacted for assistance.

Any queries should be addressed to (regular communication is the key to successful homestay provision):

Mrs Kathia Faranda

**International Student Coordinator**

Phone: 0755 684 365 (from 8:00am to 4:00pm on weekdays)

[kfara0@eq.edu.au](mailto:kfara0@eq.edu.au)

[internationalprogram@elanorashs.eq.edu.au](mailto:internationalprogram@elanorashs.eq.edu.au)

## 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](mailto:admin@elanorashs.eq.edu.au)

Website: [www.elanorashs.eq.edu.au](http://www.elanorashs.eq.edu.au)

Facebook <http://www.facebook.com/ElanoraSHS>

Instagram <http://www.instagram.com/ElanoraSHS>

## Staff Information



ROLE	STAFF	CONTACT
Principal	Rochelle Lewis	<a href="mailto:principal@elanorashs.eq.edu.au">principal@elanorashs.eq.edu.au</a> 07 5568 4333
<b>Deputy Principals</b>		
Years 7 - 8 - 9 Years 10 - 11 - 12 Student Engagement	Sarah King Simonne Clark Melinda Jackson	07 5568 4333 07 5568 4333 07 5568 4333
Business Service Manager	Kerry Robertson	07 5568 4323
Student attendance		<a href="mailto:absences@elanorashs.eq.edu.au">absences@elanorashs.eq.edu.au</a> 0476 850 645
<b>Heads of House</b>		
Coolangatta Duranbah Kirra Bilinga	Jeremy Parry Tala Tia Kai Mangan Isabella Layt	
<b>Student Wellbeing &amp; Support</b>		
HOD Student Wellbeing Chaplain Guidance Officer Nurse	Michelle Hewison Hugo Brouste Michael Watson Roxanne Murphy	07 5568 4401 – <a href="mailto:mhewi10@eq.edu.au">mhewi10@eq.edu.au</a> 07 5568 4000 – <a href="mailto:hbrou18@eq.edu.au">hbrou18@eq.edu.au</a> 07 5568 4301 – <a href="mailto:mwats84@eq.edu.au">mwats84@eq.edu.au</a> 0499 860 350 – <a href="mailto:roxanne.murphy@health.qld.gov.au">roxanne.murphy@health.qld.gov.au</a>
<b>Deans of Students</b>		
Year 11 – 12 Year 9 – 10 Year 7 - 8	Annette Kuehl Dolly Graham Melissa Knight	07 5568 4342 – <a href="mailto:akueh1@eq.edu.au">akueh1@eq.edu.au</a> 07 5568 4374 – <a href="mailto:dgrah14@eq.edu.au">dgrah14@eq.edu.au</a> 07 5568 4326 – <a href="mailto:mwrig127@eq.edu.au">mwrig127@eq.edu.au</a>

## What do we mean by Homestay?

“Homestay” is an Australian family welcoming a student from another cultural background into their home. It is about providing a safe, warm and friendly environment for a sometimes-nervous student who may never have been away from home before.

While all homestay families are different, the one thing they have in common, is their willingness to include an international student as part of their family. Homestay students are expected to join in the family activities including eating meals together where possible before 7:30pm.

### Supervision

- ensure appropriate age supervision and care for students outside of school hours, with extra precautions when visitors are in the house and if there is use of alcohol on the premises
- never leave a student unsupervised overnight, even if they are aged over 18.
- contact the school as soon as possible in advance if you cannot supervise the student (for example, if you have to travel and the homestay student cannot travel with you)
- monitor the student's outside of school hours (curfew) to ensure they are safe.



It is also unacceptable for homestay parents / family / international Students to be involved in any illegal activities or drug abuse.

For many students it is the first time you have been so far from home. You may feel a little unsure and even disappointed at first. A typical reaction to this is to criticise your new surroundings and anything Australian. It is natural to feel homesick and uncomfortable, but it is very important to be polite and show respect to your homestay family and the staff at your school. Stress is not an acceptable excuse to be rude. Being rude at this time could damage your entire international experience. One of the most important things in this program is your willingness to establish a good relationship with your homestay family and with the staff and students at the school.

It is important that good relationships are developed, but we recognise this takes time. Regular communication, honesty and openness are essential. Students should feel comfortable to approach their homestay family to talk about any difficulties they are experiencing in the home or at school. Likewise, homestay families should discuss any issues that arise with their student. Assistance can always be sought from the school to resolve any matters. Please speak slowly and clearly to your student and check that they understand.

One of the greatest challenges you will face in this program is for you to adjust to your new surroundings. Just relax and settle into the Australian way of life.

As homestay parents, your home cleanliness is a very important factor, and a welcoming and regularly cleaned environment will influence how you and your home are perceived. Once your student has settled in, involve them in cleaning their room. Remember to demonstrate and clearly explain each task so they will know what to do.

Safety is vital, so please do a safety check of your home and fix, secure or replace anything that may be a hazard e.g., electrical sockets and wiring, trip hazards, external door and window locks and security lighting. Add extra smoke alarms if necessary. Home swimming pools are more common in Australia than overseas so please provide safety instructions as well as any other equipment with the potential to cause serious injury.

## Learning to Live with Another Family

Here is another challenging experience!

Every homestay is provided with an additional member to their family – an extra child to care for. International students are not just ‘another boarder’ living with a homestay family. They are caring for you as they would their own child and by doing this they are learning about your culture. Getting to know people by living with them is very different from exchanging emails or talking to them on the telephone. Your new family may be very different to what you expected, and you also may be very different to what your homestay family expected! Be honest with one another, talk about any problems that may arise.

International students are to always show respect to their new home environment.

Every family is different. In your own home perhaps, your father is the head of the house and makes all the decisions but in your homestay, it might be the opposite to that. International students cannot make their own decisions about what time they come home. Homestay parents enforce the rules. You also will be expected to respect their rules. You may be expected to help with some of the jobs around the home that is normal in an Australian home.

Your consideration to the homestay family, your teachers, classmates and friends is expected. It is your job to communicate with your family and get to know them. Bad communication causes misunderstandings. Be a good communicator! It will make a big difference to your international experience. Practice listening and avoid ordering or commanding people. When you are told that you cannot do something do not respond by saying “Oh, but it is alright because in my country we are allowed to....” You are not in your country and you are not in your parent’s home, you are expected to obey the rules.



It does not matter how old you are when you are in Australia as an International student. In your home country you may be considered an adult but here you are a student and in a program that expects you to behave as a student. Even if you are 18 years old, you are required to do what your coordinator and homestay family ask you to do. That includes what is written in this handbook.

## Homestay Insurance

I have come across a homestay insurance which covers international students living in your homes. Some of other homestay families are insured with AIG – Homestay Host Insurance Plus <https://www.aig.com.au/home>. The fee for \$20M is around \$120 per year. Should you decide you insure with this Company, please enter the group provider code QLD04.

Please advise the school the name of your insurance company and the expiry date if you already have insurance to specifically cover international students – not a requirement.

## Homestay Privacy

Students and homestay family's privacy must be always respected.

Students should not talk about their homestay family to school friends or other international students. If there is a problem, speak with your school coordinator. Homestay parents should also contact the school with any concerns.

## Student's Finances

It is unacceptable for homestay families to be involved in any way with student finances. The homestay family will however, take the student to a bank should they need to open a bank account while you are here in Australia. It is not acceptable for the homestay family or students to discuss the homestay payments with each other. Students should avoid carrying, wearing or showing off expensive items such as mobile phones, cameras, translators and jewellery.

## Things to Remember

- If you open it - close it!
- If you turn it on - turn it off!
- If you unlock it - lock it back up!
- If you break it – fix it!
- If you move it – put it back

## Things Students Do Not Have to Do

Go to church/clubs/parties with your homestay family if you don't feel comfortable.

Let your homestay family control your money.

Go to a restaurant with your homestay family and expect them to pay for your meal every time.

*Homestays cannot request any money from students at any time as the homestay fee covers all expenses. Should students be requested to pay any money to the homestay, please contact the International Student Coordinator immediately.*





## 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.

## International Team

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

<p>Rochelle Lewis</p> <p>Principal</p> <p><a href="mailto:principal@elanorashs.eq.edu.au">principal@elanorashs.eq.edu.au</a></p>		<p>Brook Rees</p> <p>ISP Program Coordinator</p> <p><a href="mailto:bjree0@eq.edu.au">bjree0@eq.edu.au</a></p>	
<p>Kathia Faranda</p> <p>International Student Coordinator</p> <p><a href="mailto:Kfara0@eq.edu.au">Kfara0@eq.edu.au</a></p>		<p>Renata McCarthy</p> <p>International Homestay Coordinator</p> <p><a href="mailto:rmcca249@eq.edu.au">rmcca249@eq.edu.au</a></p>	

ROLE	STAFF	CONTACT
Principal	Rochelle Lewis	07 5568 4333
ISP Program Coordinator	Brook Rees	07 5568 4359
Student Coordinator	Kathia Faranda	07 5568 4365
Homestay Coordinator	Renata McCarthy	07 5568 4327
Guidance Officer	Michael Watson	07 5568 4301
EALD / International Coordinator	Brook Rees	07 5568 4359

The international office is located in N08 | Mrs Faranda's office is located in M08 | Mr Rees' office is located in M09

## 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.

ROLE	STAFF	CONTACT
<b>Principal</b>	Rochelle Lewis	07 5568 4333
EALD / International Coordinator	<b>Brook Rees</b>	07 5568 4359
International Coordinator	Kathia Faranda	07 5568 4365
Homestay Coordinator	Renata McCarthy	07 5568 4327
International Emergency Number	<b>1800 Q Study</b>	<b>1800 778 839</b>
Emergency Services:	Police, Fire, Ambulance	000
Police Stations	Palm Beach Police Beat	07 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

## Emergency Contacts (after school hours and on the weekends)



Your personal safety is our number one priority.

### What is 1800 QSTUDY?

1800 QSTUDY (1800 778 839) is a service that ensures you have consistent 24/7 support, including urgent after-hours service and a process for managing incidents.

To call the service from overseas, you must dial +61 1800 778 839.

This hotline helps to keep you safe and supported.

### When can I call 1800 QSTUDY?

The hotline is available to you to use outside of school hours.

This means you can call 1800 QSTUDY (1800 778 839) before 8.30am and after 3.30pm on school days, and 24 hours during weekends, public holidays and school vacations.



## How do I find out more about 1800 QSTUDY?

For more information read the [1800 QSTUDY brochure for international students \(PDF,2.1MB\)](#).

Find out more about the service by emailing [EQInternational@qed.qld.gov.au](mailto:EQInternational@qed.qld.gov.au) or phoning 1800 316 540.

## Who can use 1800 QSTUDY?

International students in all International School Program (ISP) schools can use the 1800 QSTUDY support service. Members of your family, your legal guardian, agent, homestay provider or other persons may also call the service regarding issues that concern you if they are listed as one of your authorised contacts.

Your school will answer any questions you have about the student support hotline. If you are a new student, this will be part of your school orientation.

Different arrangements are in place for study tour students. Your chaperone will explain the support process that is available for you. For further information please phone us on +61 7 3513 5708 or email

[StudyTours.EQI@qed.qld.gov.au](mailto:StudyTours.EQI@qed.qld.gov.au).

## 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.

## 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 always follow your teacher's instructions 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.

# School Map and Facilities

Administration	A	Health Hub	D7/D8	Staffroom 1	SR1
Art	AR	International Centre	I	Staffroom 2	SR2
Canteen	CANTEEN	G Block	G	Staffroom 3	SR3
Cocee GC	D1/D2	Manual Arts	H	Staffroom 4	SR4
Commerce	C	Music	M	Student Centre	STUDENT CENTRE
Construction Shed	CS	N Block	N	Student Toilets	♂ ♀
Demountable	D3/4/5/6	On Tree Cafe	F	Student Services	A
Diverse Learning Hub	D9/D10	Performing Arts Centre	P	The Hub	THE HUB
Hospitality	H	Science	B	Uniform Shop	STUDENT CENTRE

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Elanora State High School  
Avocado Street, Elanora Qld 4221  
(07) 5568 4333 | [elanorashs.eq.edu.au](mailto:elanorashs.eq.edu.au)  
[admin@elanorashs.eq.edu.au](mailto:admin@elanorashs.eq.edu.au)  
CRICOS Provider No. 00608A

CONNECT WITH US  
@ELANORASHS

## Things You Cannot Do

Travel unauthorized

Use bad language

Avoid classes at school

**Alcohol** - It is illegal for anyone under the age of 18 years to drink or sell Alcohol.

**Smoking** - Australian law makes it an offence for a person under the age of 18 years to smoke, sell or supply tobacco products (cigarettes/vapes).

**Drugs** - Drug laws in Australia distinguish between those who use drugs and those who supply or traffic drugs.

Each State in Australia has laws governing the manufacture, possession, distribution and use of illegal drugs.

If you are found to be doing any of the above, it could lead to suspension or cancellation of your enrolment in the International Student Program. (Please ask the meaning of this if you do not understand).

## Orientation

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

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

## Your Passport Queensland App

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

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 [Your Passport to Queensland Download Instructions](#). Alternatively, you can email any questions about the app by emailing [yourpassport@qed.qld.gov.au](mailto:yourpassport@qed.qld.gov.au).





# Orientation Daily Timetable

Elanora State High School

Student Timetable - Semester 1, Term 1 2024 V5

	Monday A	Tuesday A	Wednesday A	Thursday A	Friday A	Monday B
ES	7:35-8:30	7:35-8:30	7:35-8:30	7:35-8:30	7:35-8:30	7:35-8:30
Home	8:30-8:45 DUR01 NEWMDA B10	8:30-8:45 DUR01 NEWMDA B10	8:30-8:45 DUR01 NEWMDA B10	8:30-8:45 DUR01 NEWMDA B10	8:30-8:45 DUR01 NEWMDA B10	8:30-8:45 DUR01 NEWMDA B10
P1	8:45-9:40 DUR01 NEWMDA C09	8:45-9:40 BIO121A LAYTIS B10	8:45-9:40 AQP121A DEBOKE N10	8:45-9:40 PHY121A SUNDSH B03	8:45-9:40 MAG121C PAVIBR N05	8:45-9:40 DUR01 BRENPE B10
P2	9:40-10:35 PSY121B MORASH B05	9:40-10:35 AQP121A DEBOKE N10	9:40-10:35 PSY121B MORASH B05	9:40-10:35 MAG121C PAVIBR N05	9:40-10:35 AQP121A DEBOKE N10	9:40-10:35 BIO121A LAYTIS B10
Break 1	10:35-11:10	10:35-11:10	10:35-11:10	10:35-11:10	10:35-11:10	10:35-11:10
P3	11:10-12:05 AQP121A DEBOKE N10	11:10-12:05 ENE121B KYMESH D04	11:10-12:05 MAG121C PAVIBR N05	11:10-12:05 BIO121A LAYTIS B10	11:10-12:05 ENE121B KYMESH D04	11:10-12:05 PHY121A SUNDSH B03
P4	12:05-1:00 ENE121B KYMESH D04	12:05-1:00 PHY121A SUNDSH B03	12:05-1:00 DUR01 NEWMDA B10	12:05-1:00 ENE121B KYMESH D04	12:05-1:00 BIO121A LAYTIS B10	12:05-1:00 PSY121B MORASH B05
Break 2	1:00-1:35	1:00-1:35	1:00-1:35	1:00-1:35	1:00-1:35	1:00-1:35
P5	1:35-2:30 PHY121A SUNDSH B03	1:35-2:30 MAG121C PAVIBR N05	1:35-2:30 VBZ091O TREAMI B05	1:35-2:30 PSY121B MORASH B05		1:35-2:30 AQP121A DEBOKE N10
PLT					1:35-2:30	

**Legend:**

Class Code	Class Name	Teacher Code	Teacher
AQP121A	Aquatic Practices	BRENPE	Mrs Brennan
BIO121A	Biology	DEBOKE	Mr Deboer
DUR01	Roll Class	KYMESH	Ms Kyme
ENE121B	Essential English	LAYTIS	Mrs Layt
MAG121C	General Mathematics	MORASH	Mrs Moran
PHY121A	Physics	NEWMDA	Mr Newman
PSY121B	Psychology	PAVIBR	Mrs Pavichievac
VBZ091O	Volleyball	SUNDSH	Miss Sunderland
		TREAMI	Ms Treacy



# Elanora State High School

## Student Timetable - Semester 1, Term 1 2025 V6

Tuesday B	Wednesday B	Thursday B	Friday B
7:35-8:30	7:35-8:30	7:35-8:30	7:35-8:30
8:30-8:45 BIL09 HEDLJO N02	8:30-8:45 BIL09 HEDLJO N02	8:30-8:45 BIL09 HEDLJO N02	8:30-8:45 BIL09 HEDLJO N02
8:45-9:40 MAG121A BARDDA N07	8:45-9:40 BIO121A LAYTIS B04	8:45-9:40 TOU121A BERRHE G11	8:45-9:40 AQP111B PARRJE H04
9:40-10:35 ENE121B DAVIJA C01	9:40-10:35 MAP121A LINDTA AR08	9:40-10:35 AQP111B PARRJE H04	9:40-10:35 MAP121A LINDTA AR08
10:35-11:10	10:35-11:10	10:35-11:10	10:35-11:10
11:10-12:05 BIO121A LAYTIS B04	11:10-12:05 TOU121A DAVIJU G11	11:10-12:05 ENE121B HAYSSA C01	11:10-12:05 BIO121A LAYTIS B04
12:05-1:00 MAP121A LINDTA AR08	12:05-1:00 AQP111B PARRJE H04	12:05-1:00 MAG121A BARDDA N07	12:05-1:00 TOU121A BERRHE G11
1:00-1:35	1:00-1:35	1:00-1:35	1:00-1:35
1:35-2:30 TOU121A BERRHE G11	1:35-2:30 VBZ091O MORASH B05	1:35-2:30 ELD121A REESBR M09	
			1:35-2:30



# Orientation Timetable Day 1

## Tuesday 27<sup>th</sup> January – One Tree Cafe

8:30am – 9:30am	Ice Breaker Games - introduction
9:30am – 10:00am	Beach Safety Talk – SLS QLD
10:00am - 10:35am	<ul style="list-style-type: none"> <li>• Welcome to Australia and Elanora State High School – check list completion</li> <li>• Introduction of student leaders - “Getting to know you” activity</li> <li>• Overview of ESHS and International program</li> <li>• Overview of school schedule Emergency Card</li> <li>• Discussed/Students to enter 1800 QSTUDY number into phones</li> <li>• Discussion on how to make timetable changes</li> <li>• Understanding the student handbook</li> <li>• Expectation &amp; Rules</li> <li>• International Student Trips</li> <li>• Excursion notes / Water Skills</li> <li>• Team App Set Up and Sonder set up (Allianz students) – International leaders to help students</li> <li>• Travel and Activity Request forms</li> <li>• Students to complete Quiz on EQI Program and expectations.</li> </ul>
10.35am - 11.10am	<b>First Break – Own food</b>
11:10am – 11:40am	<ul style="list-style-type: none"> <li>• Principal’s Welcome</li> </ul>
11:40am – 1:00pm	<ul style="list-style-type: none"> <li>• Activity with Brook Rees + Pillar Program Sport Choices</li> </ul>
1:00pm – 1:20pm	<b>LUNCH – Domino’s / Subway / Zambros</b>
1:30pm – 2:30pm	Campus Tour + Get to know you (games)

# Orientation Timetable Day 2

## Wednesday 28<sup>th</sup> January – One Tree Cafe

8:40am – 9:00am	<ul style="list-style-type: none"> <li>• Michelle Hewison – Wellbeing</li> </ul>
9:00am – 9:20am	<ul style="list-style-type: none"> <li>• Introduction of Support Staff - Brook Rees (International Coordinator) Michael Watson (GO) School Nurse (Roxanne Murphy) &amp; School Chaplains (Hugo Brouste)</li> </ul>
9:20am – 10:35pm	<ul style="list-style-type: none"> <li>• Student Orientation Checklist</li> <li>• APP Set up – Collect students’ mobile numbers</li> </ul>
10.35am - 11.10am	<b>First Break – Own food</b>
11:10am – 12:05pm	<ul style="list-style-type: none"> <li>• Q&amp;A answering students’ questions</li> </ul>
12:05pm – 1:00pm	<ul style="list-style-type: none"> <li>• ESL Test / Activity with Brook Rees</li> </ul>
1:00pm – 1:35pm	<b>LUNCH</b>
1:35pm – 2:30pm	<ul style="list-style-type: none"> <li>• ESL Test / Activity with Brook Rees</li> </ul>



## Assembly

Assembly is where the students at Elanora State High School come together to receive important announcements, updates and information from the school Principal, school staff and students.

Assembly is held every Monday during Period 1 in the student center. Assembly attendance is mandatory.

## International Student Meeting

International students meet each week in the International Centre at first break, from 10:35am – 11:10am. 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.

## Orientation handouts

- International Student Handbook
- Homestay booklet
- Diaries/Student planner
- Email and phone list
- Overseas Student Health Cover cards/details
- Emergency contact details (1800 QSTUDY cards)
- Recreational sport selection
- Orientation evaluation

## What to do when...

### 24.1 Late for school or class

Go to Student Services 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.

### 24.2 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.

### 24.3 Feeling sick or unwell

Go to the main office or International Office and ask to inform your host family.

### 24.4 Wanting to change subjects

If you wish to change subjects (only possible until Week 3 of Term) you need to see Mrs Wilkes at Staff Room 1 (SR1) or email ([twilk35@eq.edu.au](mailto:twilk35@eq.edu.au)) - no changes will be processed after this time.

SUBJECT	HODS		
	HPE	Ben Brown	Bbrow131 – ext 382
Math, Sci	Rose Dunton (Science) & Paul Wright (Maths)	Redun1 – ext 393	SR4
Tech, Digi, Design	Andrew Goodman	Ajgoo1 – ext 343	SR1
Eng, Hum	Jane Harvey	Jehar1 – ext 387	SR3
Art	Julianne Davies	Jdavi81 - ext 390	SR4
International Officer / EALD program	Brook Rees	Twilk35 – ext 359	MO9
HOD Senior	Jai McCulloch	Jmccu12 – ext 389	SR3

### 24.5 Changing address or contact details

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

### 24.6 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.

### 24.7 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.

### 24.8 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.

## Accommodation and welfare

### Basic Accommodation Requirements

- ✓ a bedroom room with a suitable mattress and mattress protector
- ✓ a study desk and appropriate chair that meets the student's needs
- ✓ a study lamp
- ✓ wardrobe facilities
- ✓ good overhead lighting and ventilation
- ✓ suitable window coverings for privacy
- ✓ acceptable toilet and bathroom facilities
- ✓ student to have own house key (safety reasons)
- ✓ laundry services as negotiated between the homestay family and student
- ✓ access to household materials, such as towels, sheets, blankets and eating/cooking utensils.
- ✓ on arrival, students are to be given all phone numbers (home, work and mobile) as well as emergency name and number of the person outside of homestay family.



## Basic Accommodation Requirements Cont.

All bedrooms are recognized as a private area in the Homestay. However, house rules regarding cleanliness apply, and students are required to keep their room clean and tidy. Australian homes are usually vacuumed and dusted once a week, and at these times the homestay family will need access to the student's bedroom, unless the student is prepared to clean their room properly. Students must ensure that all items must be stored in appropriate storage areas and not to be left on the floor to minimize insects, ants, cockroaches etc.

Homestay providers must give the student their own key to access the house, at any time, as they will become part of your family. Show them how to secure your home and use the locks, passwords and alarms to access the house. There have been many occasions when a student is sick and has needed to return home.

At times, students misinterpret what the homestay parent is saying. Please ensure you check for understanding.

## 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](#)

## 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 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?
- What's the correct way of wearing a seatbelt in Australia?

The way of life in Australia may be different from how you live in your country. Expectations and the degree of independence may differ and your homestay family will try to understand these differences. You also need to try and understand the differences so that you all have a good homestay experience. If you feel you are being asked to do too much or that rules are unreasonable in your homestay, talk to the International Student Coordinator/Homestay coordinator, who will discuss your concerns with the family.

When living in a homestay you must:

- respect members of the family, their property and the home environment.
- participate actively as a member of the household.
- take responsibility for your own behaviour.
- comply with the household rules.
- comply with the homestay provider's decisions about your actions and welfare, including outings and curfews
- have a mobile telephone and carry it on your person when traveling; and
- keep the homestay provider informed of your whereabouts, and remain contactable by them, always.

If you fail to meet these standards, we may consider your conduct to be unsatisfactory behaviour and may cancel or suspend your enrolment, or we may withdraw approval of your welfare arrangements. This may affect your student visa.

If you want to live with a different homestay provider, you should talk to the Homestay Coordinator and the school Guidance Officer. We will not approve new homestay arrangements within the first four weeks of your stay unless there are exceptional circumstances.

If we are required to move you to a different homestay, we will generally give you at least two weeks' written notice. In exceptional circumstances (for example, if we are concerned about your safety), we may move you immediately.

If your homestay provider is temporarily unable to provide homestay for you, we will arrange for you to be temporarily placed with another homestay provider.

## 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- shopping centre 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 international coordinator.

## Culture Shock

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

For international 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
- feeling easily upset and can't concentrate at school.

Culture shock can be described as consisting of at least one of four distinct phases: honeymoon period, frustration/distress period, adjusting period and acceptance/autonomy period.

### Honeymoon Period

The first stage of culture shock is usually positive. During the honeymoon period 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 Period

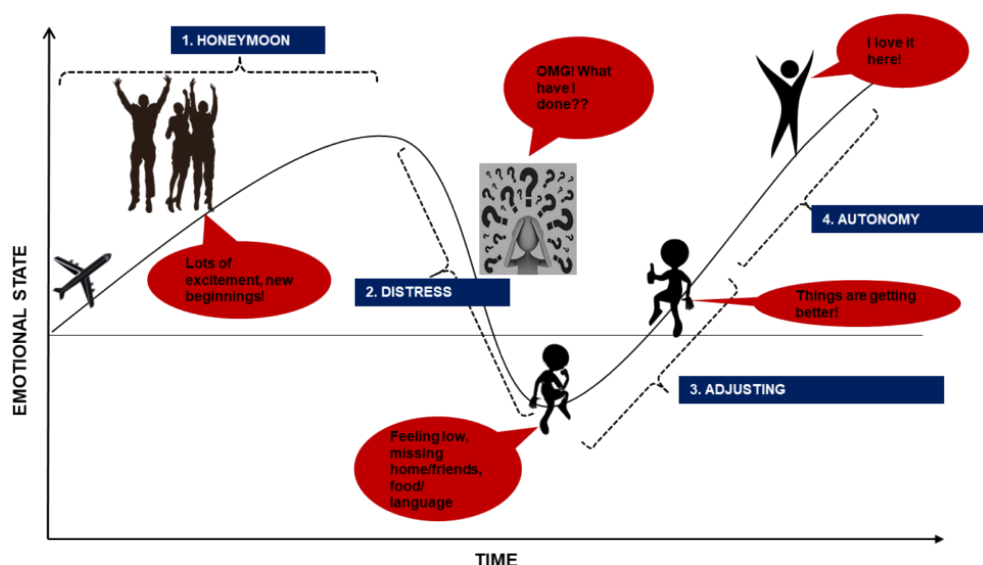
After some time (usually around three months, depending on the individual), differences between the old and new culture become apparent and you may feel uneasy. Excitement may eventually give way to unpleasant feelings of frustration as a person continues to experience unfavorable events that may feel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

## 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.



## 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 via the link: <https://eqi.com.au/apply-now/terms-and-conditions>

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

## Visa Conditions

### 30.1 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 8:30am Monday to Friday.

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/carers of an unexplained full day absence.

Satisfactory attendance is a [student visa condition](#) for overseas students enrolled in an EQI course, studying on a subclass 500 (schools) visa for the duration of your study. Commonwealth law requires EQI to be proactive in notifying and counselling students who are at risk of failing to meet these attendance requirements. EQI is required by law to report international students who have breached attendance requirements.

### Important information about attendance

- |                                       |   |
|---------------------------------------|---|
| • Start and finish times              | Mon- Thurs: 8:30am – 2:30pm,<br>Fridays: 8:30 – 1:00pm<br>Sign in at student services |
| • Late arrival process                |   |
| • School absence telephone number     | 0755 684 333  |
| • Serious, injury or incident process | 1800 778 839 (1800 QSTUDY)  |



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

## At risk of failing to meet attendance requirements

You are at risk of failing to meet attendance requirements if:

- you are absent for three consecutive days or more and a temporary suspension of study has not been approved by us prior;
- your attendance falls to 95% - 90% of your course contact hours in a [school semester](#) (study period) 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 90% - 85% of your course contact hours in any semester, we will give you and your parents/legal custodians and your Department of Home Affairs approved guardian (DHA approved guardian) a written warning (*attendance risk notification letter*).

These are the approximate number of days for quick reference for % visual and is for quick reference only.

It is important to remember, this visual becomes less accurate for Years 10-12 as they have different end dates. You should always check the Attendance - subclass 500 (schools) visa procedure and use the tool for more accurate information.

95-90%	90-85%	85-80%	80%	<70%
5-10 days absent	10-15 days absent	15-20 days absent	20 days absent	More than 30 days absent
Informal discussion	At risk attendance letter + formal meeting	Escalate to EQI	Director decide to report (if no CCC, reporting is mandatory)	Mandatory reporting



## 30.2 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 remains above 70% and there are compassionate or compelling circumstances (if your attendance falls below 70%, EQI is required to report you to authorities and your student visa may be impacted)

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](#)

## 30.3 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.

## 30.4 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.

## 30.5 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 \(schools visa procedure\)](#)

## 30.6 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;

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.

## 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 2025 Queensland Education Calendar:

Term	Dates	Length
Term 1	Tuesday 27 January to Friday 7 April	10 weeks
Holiday	Saturday 7 April to Monday 19 April	Autumn
Term 2	Tuesday 20 April to Friday 26 June	10 weeks
Holiday	Saturday 27 June to Sunday 12 July	Winter
Term 3	Monday 13 July to Friday 18 September	10 weeks
Holiday	Saturday 19 September to Monday 5 October	Spring
Term 4	Tuesday 6 October to Friday 11 December	10 weeks
Holiday	Saturday 12 December to Wednesday 27 January 2027	Summer



## Academic Policy

The [Elanora State High School Academic Policy](#) is available on the school website.

## 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](http://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.

## 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.

### 35.1 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 are covered. Some countries [reciprocal health care arrangements](#) or are [OSHC exempt](#) which may mean OSHC may not be not required.

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

There are currently six OSHC providers in Australia, including

OSHC Provider	Website
ahm OSHC (offered through Medibank Private)	<a href="https://www.ahmoshc.com.au/">https://www.ahmoshc.com.au/</a>
Allianz Care Australia	<a href="https://www.allianzcare.com.au/en/visas/student-visa-oshc.html">https://www.allianzcare.com.au/en/visas/student-visa-oshc.html</a>
Bupa Australia	<a href="https://www.bupa.com.au/health-insurance/oshc">https://www.bupa.com.au/health-insurance/oshc</a>
CBHS International Health	<a href="https://www.cbhsinternationalhealth.com.au/overseas-students-oshc">https://www.cbhsinternationalhealth.com.au/overseas-students-oshc</a>
Medibank Private	<a href="https://www.medibank.com.au/overseas-health-insurance/oshc/">https://www.medibank.com.au/overseas-health-insurance/oshc/</a>
Nib	<a href="https://www.nib.com.au/overseas-students/">https://www.nib.com.au/overseas-students/</a>

## Medical matters

### 36.1 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.

### 36.2 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 or BUPA please follow the instructions below:

#### Option 1

- Go to [www.allianzcare.com.au](http://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](http://www.doctorsondemand.com.au)
- Add your policy number (it starts with P003...)
- Search for doctor.

we 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>

### Option 4

- BUPA healthcare - <https://www.bupa.com.au/health-insurance/oshc/members-help-guide/find-a-doctor>

## 36.3 Medication

If you need to take medication while at school, the medication needs to have a pharmacy label and your biological parents will need to complete a consent to administer medical form. You will need to come to the international office when medication is required.

## 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 healthcare 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 consent 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](#)

Allianz Care Australia Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. Allianz Care Australia OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

Allianz Care Australia OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, Allianz Care Australia OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

If students need to visit a doctor or medical centre, they will need to pay the fee required and a receipt will be given to them by the receptionist. Students will then need to make a claim online through your overseas health cover provider. It is important to note that not all medical expenses are covered by Allianz Care Australia OSHC.



- Allianz Care Australia has a new website and a suite of new resources:  
<https://www.allianzcare.com.au/en/student-visa-oshc.html>
- There are several short videos available which are suitable to present to your students both at orientation and periodically throughout their course as reminders:
  - Orientation for Allianz Care Australia OSHC
  - Medicine from Pharmacies
  - Medicare and Allianz Care Australia OSHC
  - Allianz Care Australia OSHC and Australia' medical system
  - Seeking help with issues
  - Sexual health
  - Job seeking
  - Beach safety
  - Food
  - Allianz Care Australia Orientation Video:  
<https://www.allianzcare.com.au/en/faqs.html>
  - Allianz Care Australia Doctors on Demand Video:  
<https://allianzassistancehealth.com.au/en/doctors-on-demand/>

## Poisons Information Line

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need to assessment by a doctor or referral to hospital. The Australia wide Poisons Information Centres have a common telephone number: 131 126.

## Emergency Translation

For translation service in an emergency dial 1300 655 010.

## Mental Health

Your mental health and well-being are a priority during your time in your new school. Adjusting to a new environment can be challenging, and it is normal to feel homesick, anxious, or stressed at times.

Our school offers a range of resources to support your emotional health, including access to our school Mental Health Resource Hub and school counsellors, who are available for confidential one-on-one sessions.

You can also reach out to local mental health services, such as Lifeline (13 11 14) or Beyond Blue (1300 22 4636), which provide support for managing stress, anxiety, or other mental health concerns.

For immediate help outside school hours, you can contact the 24/7 1800QSTUDY hotline (1800 778 839). There are also several online resources available that offer self-help tools and advice for emotional well-being.

### 38.1 Mental health telephone and online contacts

#### Beyondblue Support Service

All ages:

Phone: 1300 22 46 36 (24 hours a day, 7 days a week)

[Online chat](#) (open 3pm to 12am daily)

[beyondblue website](#)

#### Kids Helpline

Age range: 5 years old to 25 years old:

Phone: 1800 55 1800 (24 hours a day, 7 days a week)

[WebChat Counselling](#) (open 7 days, 8am to 12am AEST)



Lifeline

All ages:

Phone: 13 11 14 (24 hours a day, 7 days a week)

[Online chat](#) (7pm to 4am AEST, 7 days a week)

[Lifeline](#) provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services, information, facts and resources

## Fees

### 39.1 Tuition

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

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

Tuition fees for EQI (CRICOS Provider Code: 00608A) do not cover:

- purchase of scientific calculator (approximately \$30 from Officeworks)

### 39.2 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.

### 39.3 Overseas student Health Cover (OHSHC)

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 on [EQI website](#).

## Transfer policy (Change of school, year level, course or course duration – variation of enrolment)

You may apply to change between Queensland Government schools, change year level, course type or course duration (variation of enrolment). Additional tuition, homestay or other non-tuition fees may apply. Before applying for a variation of enrolment, 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:

- [Student management procedure](#)
- [ISP standard terms and conditions](#)
- [Variation of enrolment request form](#)



## Transfer to a non-government school or another institution

Before applying for a transfer to a non-government school or another institution registered under Australian law to provide education to overseas students, 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.

- [Transfer procedure](#)
- [EQI standard terms and conditions](#)
- [EQI Transfer request form](#)

## 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 and grievances management policy](#) and [Customer complaints management procedure](#), and the [ISP standard terms and conditions](#).

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.

## Appeals

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

- to report you for failing to maintain satisfactory attendance or course progress;
- to refuse your request to defer or suspend their enrolment;
- to suspend or cancel your enrolment (initiated by EQI);
- to refuse your request to transfer to another registered provider.
- to refuse your variation of enrolment request.

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



## 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](mailto: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.

For external appeals the Queensland Ombudsman will consider if the decisions made by the Director, EQI (or delegate) and the internal appeal review officer were made in accordance with the relevant policies and procedures and may not result in a change of the original decision. EQI will implement the decision or recommendation of the Queensland Ombudsman.

## Travel and activities

### 45.1 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.

### 45.2 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, 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.

All Travel and activities must be school approved. This Travel and Activities section applies if you are living with a homestay provider. All travel must be completed on the travel and activities form provided by the International Student Coordinator.

If students do not comply with this section, we will consider your conduct to be unsatisfactory behaviour and may cancel or suspend your enrolment or we may withdraw approval of your welfare arrangements. This may affect your student visa. Homestay families must comply with this requirement.

Students wishing to go out during the day on weekends must always inform the homestay of their whereabouts and the approximate time of their return. Students are to provide homestay parents with details of their friends such as mobile numbers should an emergency arise. It is also advisable to ask the friends for their homestay families contact details as well. This is very important should a problem arise, and a student needs to be contacted and for some reason is not able to be contacted personally. Please note that their friends' mobile numbers and homestay details are for emergency use only.



Requests for overnight stays with another Homestay family will only be given with school approval. Homestay parents do not have the authority to give a student permission for overnight/s accommodation away from home. This is against the Travel Policy and these rules also apply to students who are over the age of 18 years. If a homestay parent knowingly allows this to happen, their contract as a Homestay provider with Elanora State High School will be reviewed. We wish to remind Homestay providers that you are responsible for your student's safety outside of school hours. Students must obey these rules.

If students are returning to their home country for the holidays, they must see Mrs Kathia and arrange for a travel and activities form to be emailed to their parents for signing. It is a requirement that Biological Parents sign this form before students can travel. This is to be arranged at least 14 days prior to travel and will be confirmed to the Homestay provider once approval has been given.

Travel during the student's course of study is a breach of student visa conditions. If a student intends traveling to his or her home country during the holidays, it is their responsibility to check school term and course dates with the International Student Coordinator at the school prior to booking flights. Students must not travel before the school holidays commence and must return in time to commence school on the first day after the holidays. This means that students should book their departure flights from the Saturday onwards and must return to Gold Coast by the Sunday prior to the commencement of school on the Monday.

### 45.3 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](#)
- [EQI Travel and activities request form](#)

### 45.4 No high-risk activities for homestay students

“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.

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. This includes overnight travel away from your homestay provider's residence (with or without your homestay provider), activities where recreation provider requests parental consent or activities that require supervision other than your homestay provider.

To request permission to participate in high-risk 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, 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.

#### Related documents

- [Non-routine travel and activities for homestay students – subclass 500 \(schools\) visa procedure](#)
- [ISP travel and activities request form](#)



## Refund policy

### 46.1 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 act under the *Australian Consumer Law* if the *Australian Consumer Law* applies. More detail regarding refunds can be accessed at:

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

## School policy and procedures

### 47.1 Anti-bullying policy

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

### 47.2 Bring your own device

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

### 47.3 School network and internet policy

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

### 47.4 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](#).

### 47.5 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 Principal's written approval.

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

The uniform shop is located in the student center.

Opening hours are:

Monday: 7:00am – 8:30am

Tuesday: 7:00am – 8:30am

Wednesday: 7:00am – 8:30am

Uniform routine

- Formal uniform is to be worn every day.
- Sports uniform is to be worn only on Wednesdays/Fridays. 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 always worn in the hat zone areas. Please refer to the [Uniform Policy](#).



At all times - comply with Elanora's Uniform Policy:

- wear black leather, enclosed shoes
- wear Sport Uniform on sport days and during Sport Rec. and Physical Education classes
- wear plain navy-blue jumper/school jacket – no “hoodies” allowed
- wear minimal jewellery (no piercings, no tattoos, no necklaces, no bracelets, no anklets, only two earrings).

## 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.
- Most 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.

## 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.

### 49.1 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 must 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.

## 49.2 Driving

You must refer to the [EQI 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.

## House Structure

### 50.1 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	Local Beaches on the Gold Coast	Orange & Purple	Eagles
Coolangatta		Blue & Green	Cougars
Bilinga		Yellow & Pink	Bears
Duranbah		Red & Black	Devils

### 50.2 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.

### 50.3 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.

## 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. 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.

### 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 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.

## Mealtimes

### 52.1 Breakfast

You will be expected to make your own breakfast with food provided by the homestay family. Students must eat breakfast before leaving for school.

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.

The homestay family is to provide three healthy meals each day as well as snacks at other times when required. Homestay families please remember that the new member to your family is a teenager with the possibility of a healthy, hearty appetite.

### 52.2 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.



## 52.3 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.

If students have part-time employment, extra-curricular activities dinner must be kept for them to heat on their return home. This also applies should the student arrive home a little late due to transport. Should the student have a casual job, inform the school immediately as paperwork and approval is required.

Sometimes students may wish to prepare a traditional meal from their country. Homestay families are usually keen to sample their food and are to provide all ingredients necessary.

If the Homestay family chooses to eat out or have takeaway food, this is to be provided without any cost to the student.

### 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.

## Use of Homestay Facilities

The amount of time spent in the bathroom should be limited. Students must be allowed to shower once per day but please explain to students those showers are restricted to a normal amount of time (whatever is normal for your family). Students are to provide their own personal hygiene products; however, homestay families are required to provide soap, hand wash and toilet tissue. The bathroom and toilet are to be kept clean and tidy.

Girls Only: Disposal of sanitary napkins and tampons should be discussed with female student on arrival. It is recommended that mattress protectors should always be used.

Laundry: Homestay families need to explain to the student where to place clothes to be washed. The students, however, may only have two uniforms that must be laundered often. Students must wear clean and please ensure students use deodorant. It is NOT the homestay's responsibility to wash and iron the student's clothes.

Rubbish: Because insects such as ants and flies can be a problem, it is important for students not to leave rubbish in their bedrooms. Your homestay family will show you where to put your rubbish.



Use of appliances: Homestay families will need to teach the student the safe and correct way to use all home appliances, e.g., kettle, stove, microwave, toaster, heater etc. The best way to do this is through a practical demonstration. Students should also be shown any appliances that they are not to use. However, should the student not follow the instructions and break the appliance, it's the student's responsibility to pay for another one.

Other facilities: In Homestay, all facilities should be made available.

Smoke Alarms: As per legal requirement, smoke alarms should be fitted in all homes. Each family is required to discuss risk management and the functioning of smoke alarms with the students.

## 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 rule, socialising should be limited to weekends, as weeknights 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.

## 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).

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.

## 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.



## 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.

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.
- Once your study abroad experience is over, your family and friends will be ready and waiting to hear all about your adventures.

The international team are here to support you so that you meet your academic goals and have a wonderful study and homestay experience while at Elanora State High School.

## 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.

### Cycling

For those International students wishing to ride a bicycle/skateboard/scooter anywhere they first need to speak to the International Student Coordinator to complete a non-routing travel and activities form. This form will need to be signed by the natural parents and students cannot cycle to school until this form has been fully signed off by the school Principal.

Homestay families need to ensure that the bicycle the student is to use in is good mechanical condition and must provide a good fitting helmet for the student to wear. They will also need to show the student/s the safest and most direct route to school.

### Hitchhiking

A person who waves at unknown drivers from the side of the road to request a ride with a driver further along the road is called a Hitchhiker. Hitchhiking is illegal in Queensland. Many crimes have been committed against innocent hitchhikers including violent person crimes and abductions. You do not know anything about the person whose car you get into.

## 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.

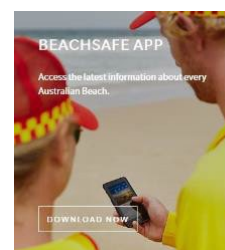
Please also see the [Non-routine travel and activities for homestay students – subclass 500 \(schools\) visa procedure](#).

## 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.

### 60.1 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 a. 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.
11. for help and wait for assistance.



### 60.2 Useful links

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

### 60.3 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.

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.](#)

## Digital Safety and Cyberbullying

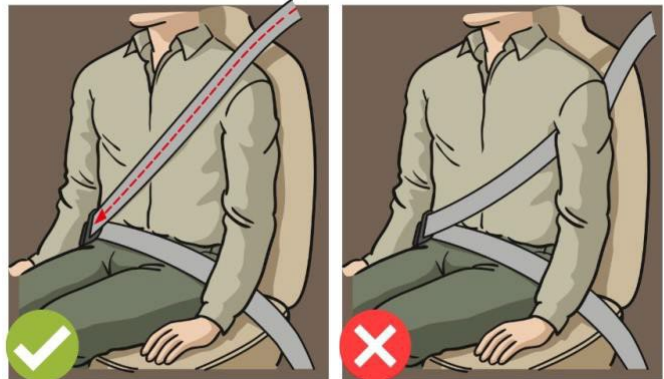
In today's connected world, it’s essential to be aware of the potential risks that come with using the internet. As an international student, you may encounter unfamiliar online platforms and understanding how to protect yourself online is vital. Always be cautious when sharing personal information online, avoid sharing your address, phone number, or financial details on public forums or with people you do not know. Be mindful of online scams and phishing attempts, where fake websites or emails may try to steal your personal data. It's also important to use strong passwords and enable two-factor authentication where possible. Additionally, cyberbullying, any form of bullying or harassment that happens online—is taken seriously at our school. If you experience or witness cyberbullying, report it to a teacher or counsellor immediately. By staying informed and vigilant, you can help protect yourself and others in the digital world.

## 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.

- The correct way to wear a seatbelt in Australia:

Failing to wear the seatbelt correctly and/or at all will incur a fine of \$1209.00 payable by the student.



## 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 Student Help Line **1800QSTUDY** (1800 778 839) if you are involved in an emergency outside of school. The Police are here to help you. For emergencies call 000.

### 63.1 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.

### 63.2 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.

### 63.3 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.

### 63.4 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

### 63.5 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.

## Homestay Providers

I/We have read this orientation Booklet for Homestay Providers and International Students and agree to the conditions and expectations outlined in this documentation.

Name: ..... Signature: .....

Name: ..... Signature: .....

Date: .....

## International Students

I have received this orientation Booklet for Homestay Providers and International Students and agree to the conditions and expectations outlined in this documentation. I have also read and received the link and printed copy of the Complaints and Appeals Policy.

Name: ..... Signature: .....

Date: .....



## APPENDIXES

- 2026 School Calendar
- Welcome to Australia Rules
- Mobile Phone Policy
- Student Orientation Checklist
- Behaviour Agreement
- ISP Program - REMINDERS