**Principal’s Welcome – Elanora SHS**

You have made a big step in your life by deciding to come to Australia to study and improve your English for three weeks. We welcome you to our school and look forward to meeting you on your first day of school.

At Elanora we believe that a child's education begins in the home and is continued as a partnership between home and school. This is especially the case where students commence their education in one country and come to Elanora as a Study Tour student to gain a wealth of knowledge and experience of the Australian customs and education.

Our focus at Elanora High School is on student welfare and we will ensure that you will be cared for. Your homestay family considers you as part of their own family and will make you very welcome. Elanora State High is our school, our home and we have a proud 20 year history of producing informed, qualified and active citizens in our community. I invite you to be a part of this positive and productive school community that we love and call home.

_Cameron Hodges_
Principal

**Our School Administrative and International Staff**

<table>
<thead>
<tr>
<th>Mr Cameron Hodge</th>
<th>Mrs Kym Dickinson</th>
<th>Mrs Shirley Booth</th>
<th>Mrs Sue Cutts</th>
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<tr>
<td>Principal</td>
<td>Deputy Principal</td>
<td>Deputy Principal</td>
<td>Guidance Officer</td>
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<tr>
<th>Mrs Christina Wand</th>
<th>Ms Victoria Malizis</th>
<th>Mrs Lyn Turner</th>
<th>Mrs Atkinson</th>
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<tbody>
<tr>
<td>International Program Manager</td>
<td>International Student Coordinator</td>
<td>ESL Teacher</td>
<td>School Nurse</td>
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Please contact Ms Malizis for any student matters. Students and parents are welcome to call at any time of the day, or night if it is an emergency. Mobile 0448-957-931.
Staying with your Australian Family

The following general information will help you prepare for your homestay. When you begin school, the staff will provide you with more specific information.

**Homestay and Cultural Differences**

The way Australian families live may be different from the way you live in your home country.

When you live in homestay with an Australian family you are usually considered part of the family. The families who take international students for homestay are generally considerate, kind people who try to understand the cultural differences between themselves and their international students. You, also, need to try to understand these differences so that your homestay is a good experience for you.

**What do you get in Homestay?**

Your homestay family will provide you with a room of your own, a place to put your belongings and a place to study. You will be given three meals a day and have access to the laundry and the main living areas in the house. You will also be given an opportunity to learn about Australian culture within a caring family environment.

**What do you pay?**

In most cases you will also be expected to pay your telephone costs. You will also be expected to pay for your own personal toiletries and entertainment expenses.

**Australian Families are not all the same**

Australian families, like families everywhere, differ from each other in many ways. This is especially so because Australia is a multicultural country. People have settled in Australia from all over the world, including Europe and Asia. There is freedom of religion in Australia and people practice many different religions (for example, Christianity, Buddhism, Islam, Hinduism, Judaism).

In general, Australians live in nuclear families (that is, mother, father and children) rather than with grandparents, uncles and aunts, although they often have regular contact with their relatives. In recent years, the number of single parent families (one parent and children) and childless families (husband and wife only) has increased.

**Everyone Helps**

In Australia, families do not normally have household help and, frequently, both parents work. Therefore, it is usual for all members of the family to be expected to help with household tasks. These might include helping with food preparation and clean-up, keeping their own room clean, and washing and ironing their own clothes. In many families, the children prepare their own breakfast and lunch and either the mother or the father prepare the evening meal.
**Meal Times**
The food eaten by Australian families and the customs associated with eating, depend on the cultural background of the family. For example, families from a European background eat mainly European food, although many families like to try different types of food and may buy or cook dishes from China, Mexico, Thailand, Greece, Germany, Japan and Italy etc. Breakfast for many Australians, consists of cereal or toast and perhaps fruit and a juice drink. Lunch is often sandwiches and fruit or cake. All members of the family normally eat their evening meal together. This meal is often a time for discussion and sharing of information about what has happened during the day. European families, while encouraging their children to join in discussions at mealtime, consider noisy eating (e.g. loud chewing, slurping, chew with your mouth open) to be impolite.

**Expressing Emotions**
Australians, especially European Australians, tend to express their emotions openly. They are usually not embarrassed about showing others that they are angry, 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, reasonable and respectful manner. In most cases, it is also considered acceptable to discuss personal problems with other people, especially friends, family and trained professionals (e.g. guidance officers in schools). Australian parents encourage their children to say ‘please‘ and ‘thank you‘ when they ask for something and to apologise (say ‘I am sorry’) when they upset someone.

**Australian Homes**
Most Australian homes have a kitchen, living room (where the family may watch TV, entertain friends, etc), bedrooms, laundry and bathroom. The bathroom usually contains a bath or shower or both. Sometimes the toilet is also located in the bathroom and toilet paper, not water, is used.

When Australians bath, they usually do so in the bath or shower cubicle so water does not splash on the bathroom floor. If there are many people in the family or if there is a drought, water may be scarce and family members must limit the length of time they spend bathing.

**Australian Teenagers**
Australian teenagers, in general, are fairly independent although parents would normally expect to be told where they are going, who they are going with, and what they will be doing, and the time they will be home. It is extremely important that international students let their homestay parents know these things also. This will avoid a lot of worry for the homestay parents. It is also polite for students to tell homestay parents in advance (preferably in the morning) if they are not coming home for dinner.

Most parents set a time by which their children must return home and when they go out at night. Sometimes they set a time for going to sleep (for example, 10.30 pm). Some international students find this difficult because, in their home country, they stay up very late at night.

Australian teenagers participate in a wide range of leisure activities, including sports, movies, parties and visiting friends. Shopping with friends is also enjoyed and most shopping centres are open seven days a week except on special occasions like Good Friday, Christmas Day and Anzac Day. A favourite activity of Australian teenagers is to telephone friends. Parents, however, normally place a time limit on telephone calls so that other family members have access to the phone. International students are expected to pay for the telephone calls they make. This may be done after each call or at a time negotiated between the student and the homestay parents.

As most Australian teenagers are students, much of their time is spent at school and doing homework. Depending on where they live, students either walk, ride bicycles or catch buses to school. Sometimes students must use two buses or a bus and train if they live a long way from their school.
Australian teenagers often invite their friends to their home. This is with their parents’ permission and knowledge. International students can do this also, but they must first make sure it is okay with their homestay parents (ask permission do not presume).

**Additional Spending Money**

In many Australian families, the parents give their children spending money each week (called ‘pocket money’). The amount given usually depends on the age of the child and what the child is expected to buy with the money. Some teenagers might be expected to pay for their own transport and entertainment. Transport could cost up to AUD$20.00 per week, while one outing to the movies might cost as much as AUD20.00 (this includes transport and something to eat). Most international students, who are careful with their money, could manage with approximately AUD$70.00 additional spending money per week.

**Talking to the Family**

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. Write down what you want to say if your written English is better than your spoken English. Draw a picture of what you want to say. Use your bilingual dictionary. Mime or act out your message. Ask another student to interpret for you or use the telephone interpreter service (your homestay or school can tell you about this and can give you the number).

If you spend most of your time in your room with the door closed, the homestay family may think you do not like them. Spend some time each day with the family; talking, watching television, or helping the family with household tasks. Tell the homestay family about your culture and find out about theirs.

**Make the Most of your Homestay Experience**

Staying in the homestay gives you an excellent opportunity to

- Learn about Australian culture;
- Make friends with Australians;
- Improve your English language skills;
- Share information about your culture; and
- Adjust to a new country while living in a safe and caring environment.
**Homestay Family**

Your homestay family, too, will be experiencing a ‘culture shock’ to some extent after you become part of their family. They may have no experience dealing with teenagers from another culture, just as you have no experience dealing with parents from the Australian culture. Try to join in as part of the family.

Some parents may feel much more responsible for your safety than they would normally be and be stricter than what you are used to. Please bear this in mind, but if it becomes a concern for you and begins to make you unhappy, please talk with your International Student Coordinator in Australia may be a lot earlier than in your home country.

**Culture Shock**

The confusion that goes with living in a new country is called “CULTURE SHOCK”. It is a reaction most people experience when they are removed from their familiar surroundings. Culture shock is not always easy to notice because it usually builds up slowly, and the signs are not always obvious. People experience culture shock to different degrees. Some don’t notice it all, while others are affected very much. Some people go through it in the first month, while others don’t notice it until months later. However, most people follow the adjustment pattern below. As you can see, you may have adjustment problems after you come to Australia, and again when you return to your home country. This is a normal reaction!

*Here are some signs of culture shock:*  
- You begin to dislike your host country, the school system and your host family;  
- You begin to spend a lot of time alone in your room; and  
- You are easily upset, can’t concentrate at school, and sleep a lot.

What can you do about it?  
- Talk about how you are feeling with your host family, friends, International Student Coordinator;  
- Try to keep busy; and  
- Be aware that this is a normal reaction and talk it over with other international students.

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![The “U” Curve of Adjustment](image-url)

- **Leaving home**
- **Arriving in Australia**
- **Settling in**
- **Confident and happy again**
- **Things getting better**
- **What have I done?**
**Homestay Hints**

Coming to stay with an Australian family can be a great experience for both you and them but although people from different countries are the same in most ways, you may find that your host family does some things differently from what you are used to. It may take a little time for you and your host family to get used to each other and for you to feel at home.

Here are some ideas on how to make sure you have a good relationship with your host family.

- **OFFER TO HELP WITH HOUSEHOLD CHORES** – Ask for a specific job that you can do to help, and do it!
- **KEEP YOUR ROOM TIDY** – Some families are tidier than others, but make sure that your room is *always* tidy.
- **DON’T LEAVE CLOTHING AND WET TOWELS ON THE FLOOR OF THE BATHROOM, or ON YOUR BED OR BEDROOM FLOOR** (wet towels do not smell very good).
- **PUT YOUR DIRTY CLOTHES INTO THE FAMILY CLOTHES BASKET IF YOU WANT THEM WASHED WITH THE FAMILY WASHING.**
- **LET YOUR HOST FAMILY KNOW WHERE YOU ARE AT ALL TIMES** – Your host family is responsible for you while you are here so you must tell them where you are going, give a contact number so they can reach you, and tell them when you will be home. If you are going to be late or not home for a meal, let your family know in advance it is not fair if they are waiting for you at dinner time.
- **ASK BEFORE INVITING FRIENDS OVER** – Most host families will be happy for you to have friends over to visit or stay but you must always ask first and obey the rules they set.
- **NO SMOKING OR ALCOHOL** is permitted in accordance with your student visa and rules set by Education Queensland International.
- **OFFER TO PAY FOR YOURSELF WHEN YOU GO TO A RESTAURANT OR ON AN EXPENSIVE OUTING** – Your host family will pay for most of your meals but if they take you out to an expensive restaurant or to a theme park, which is expensive, offer to pay for yourself.

**Be kind and patient with your host brothers and sisters.**
**Cultural Differences in Making New Friends**

While you are in Australia, we hope you make many new friends. Many will be just acquaintances, but some may become life-long friends. You will meet them at school, through your host family and while playing sport or other activities. The International students who make more good friends are those who become involved in extra activities other than school activities where they develop common interests with other people. Please be aware that different people have different expectations of friendship, particularly from one country to another.

**Australian Manners**

Every race of people has different ideas about good and bad manners. Neither is right or wrong, but for the moment you are living in Australia, so Australian manners are very important.

- 'Please', 'thank you' and 'excuse me' are important words and make everyone feel better.
- ‘G’day’, ‘hello’, ‘good morning’ and ‘goodbye’ show that you are a friendly person who cares about others.
- Always ask before using anything - you will quickly learn if it is one of those things that anyone can use and people will appreciate your care in asking.
- Rooms such as bedrooms (at home) and offices and staffrooms (at school) belong to someone, so you must knock before entering.
- Direct questions about age, boyfriends/girlfriends etc are normally not appropriate unless the other person is a good friend. Australians usually find out about a person by listening to what they say rather than by asking direct questions.

**Quarantine**

Be sure to observe Customs and quarantine regulations when planning to import by mail or when bringing items such as food with you from your home country. Please also advise friends or family wishing to visit you in Australia.

Refer to: [Australian Quarantine and Inspection Service](http://airports@aqis.gov.au)

**Essential People in Your Life (School)**

For the time you are in Australia the following people will have a big impact on your life. These people form a team whose job is to ensure that you have an enjoyable experience in Australia and at Elanora. They will be active in:

- making you feel welcome
- providing the liaison between you and your host family
- ensuring that you are keeping up with your school work
- assisting with any concerns you may encounter.
I ________________ (International Student), agree to follow the school curfew times. I agree to the following:

- On Sunday, Monday, Tuesday, Wednesday night students under 16 years old and over must be home by 6.30 p.m. (for dinner);
- On Thursday night curfew is 9.30 p.m. after late night shopping, (including students in Year 11 and 12);
- On Friday and Saturday night the Curfew Time is 11.00 p.m. for students 16 years and older. Or if you are under 16 years your curfew is 10.00 p.m.on a Friday and Saturday night;
- I understand that the curfew time is the time that I MUST be at home by;
- I understand that I must try to travel in pairs (so I am not alone on the streets);
- If I am not home at dinner time with my family I will have dinner while I am out and not cook or expect dinner at during the week or 11.00 p.m. on a Friday or Saturday night when I get home.

- I understand that if I DO NOT follow the curfew rules, my host family is to report my lateness to the International staff;
- If I am late for curfew, I will be required to do a school detention;
- If I am late for curfew, I understand that I will be grounded with the approval of the International Department;
- I understand that my agent and natural parents will be notified on each and every occasion that I break these rules; and
- I understand that these curfew rules are for my safety and welfare whilst studying in Australia and that if I do not follow the school curfew rules, this may affect my welfare and I will be at risk of being sent home earlier than my course completion.

__________________________  
Student Signature

__________________________  
Date
Advice for Students

1. Be open-minded!
2. It’s not wrong, just different!
3. If things go wrong, don’t panic….. Stay calm!
4. Create your own opportunities. Be: Enthusiastic, Committed, Motivated
5. Watch what is going on around you;
6. Communication is the key to a successful year away – talk over your problems immediately
7. The more interest you show, the more people will try to help you.
8. If homesick, get busy and more involved.
9. Accept cultural differences – don’t resent them.
10. Be prepared to try new things.
11. Make the most of every day away. Don’t think of the things you will miss from home, think of what you can gain by being away.
12. Be patient, things won’t be perfect from the start – you have to work at it!
13. Don’t be swayed by rumor, make up your own mind and DON’T JUDGE!
14. Always remember why you became an exchange student and what you hope to achieve during your year. It will give you more motivation when times are tough.
**The Bathroom**

Whenever you use the bathroom make sure that you close the bathroom door. Often there will be a lock on the door and it is appropriate to use this. Students are expected to provide their own toiletries (soap, shampoo, toothpaste etc).

Most Australians use the shower everyday either in the morning or in the evening, and depending on sporting activity sometimes twice a day - check with your host family to see which time is best. Some houses use solar power rather than gas or electricity for water heating, *Off-peak hot water* is also used in most homes. These factors may influence the time it is most convenient for you to shower.

It is considered inappropriate to take a long time in the shower or bath as this uses up a lot of hot water (which can be expensive) or does not let others use the facility (which is annoying). Try to be quick 5 minutes. Check with your host family as to where you should put your wet towel - each family is different. Towels are not changed daily, and usually you would use the same towel for a couple of days. **Bathroom tip** – do not leave wet towels on the floor in the bathroom or on carpet or on your bed. Please do not shower late at night while homestay families are sleeping as they might have to wake early in the morning to go to work.

**The Toilet**

It is not necessary to put toilet paper on the seat before sitting down. If you use too much toilet paper you will block the toilet. Some people like to take a little toilet paper to wipe the seat. You should not squat above the toilet or stand on it. In Australia, it is okay to flush the toilet paper down the toilet. Do not put it in the rubbish bin sanity pads and tampons also need to be placed in the rubbish bin.

Boys need to lift the toilet seat! The toilet seat should be closed before you leave. Most toilets have dual flush mechanisms so please choose the appropriate button. Many toilets will also have some air freshener on a shelf so please give the air a short squirt to make it pleasant for the next person.

**Telephone Usage**

Most host families worry about students' use of the telephone, as it is easy to run up a big bill with phone calls. All long distance and overseas calls are listed on Australian phone bills.

Your homestay family will help you to purchase special phone cards. These have a secret number called a PIN (Personal Identification Number) so that only the purchasers can use it. This number is then keyed in to any phone and allows you to make calls. Each time you make a call the cost of it is deducted from the phone card. You can buy and recharge these cards from newsagents, convenience stores and some shops. This is a much better idea than trying to work out afterwards how much calls cost, how long you were on the phone and then pay your host family.

Your host family will not object if you want to make reverse charge (collect) calls to your parents. To do this you should phone 12550.

**Internet & Email**

All students will be issued with a user account and email address at school. This email address can be accessed from any computer connected to the internet. Download limits apply.

At your homestay family you will probably have internet access in your home. Please be considerate when using the internet that you do not download movies, music or chat face to face on programs such as *Skype*. These programs on the internet can have massive downloads of many megabytes and you will find that your family might not have any usage on the internet at all. In Australia the cost of the internet is very expensive therefore, try not to spend all of your free time on the computer.
Permission to Stay Away from Homestay

If you are not staying overnight with your homestay family then you must have written permission from the school. This is a requirement of the contract you have with EQI and is also a regulation of The Department of Immigration.

You need to complete an EQI Student Travel Consent Form which you can obtain from the International Department. You must obtain the signatures of your natural parents and the signed acknowledgement of a homestay parent. The School International staff will then consider your request. This needs to be submitted two weeks prior to the occasion.

If your request is granted, a copy of the form will be issued to you and a separate copy to your homestay. This means that everyone knows exactly what is happening. If homestay families do not have a copy of the consent form from the school authorising any absence, they will contact ISP staff.

Staying Over

Sometimes, you may be invited to stay at someone's house overnight. If you want to do this, discuss it with your host parents who will probably be agreeable so long as you provide them with the contact details.

Australian friends will understand that you might not be able to reciprocate by asking your friends to stay overnight at your house but discuss this with your host family. When staying over at a friend's house make sure that you obey the rules of that household. Homestay Families need at least 24 hours notice. Your homestay parents must telephone your friends parents to confirm these details that you will be staying the night at their house.

Going Out - Your Social Life

Everyone hopes that you make lots of friends and have a great time while you are in Australia. It is however important that you be sensible in what you do and be considerate of others. If you are going out, always ask permission from your host family - especially early in your homestay. They will worry if you do not come home as expected. The homestay family should give their permission and you will create a good impression. If there is a dispute as to what is acceptable or not, you must do as your host parents say, but you may wish to consult with International staff on your return to school. Make sure your host parents know where you are going.

As a general rule, you should be home and doing homework on Monday, Tuesday, Wednesday, Thursday and Sunday nights. Friday and Saturday nights are suitable for socialising. Make sure you have suitable transport arrangements, as your host families are not expected to drive you to parties etc. If you come home late, make sure that you do not make noise as you enter the house or start cooking meals in the kitchen. Remember do not walk home in the dark alone it is not safe. Call a Taxi.
You should be aware that you are not permitted to drink alcohol (even if you are 18 years or older) nor take non-prescribed drugs (e.g. marijuana, ‘speed’, ‘ecstasy’, ‘ice’ etc) or synthetic drugs which are illegal. International Students are not allowed to enter facilities where alcohol is being served or gambling is taking place. It is NOT OK to do these things, just because others are doing them. You are a guest in the country and if you get caught, immigration will cancel your visa and you will be sent home.

Make sure that you always check on the prices of entertainment (movies, theatre etc) so you can pay your own admission charges. You will lose friends quickly if you expect them to pay for you. You may be asked to produce identification with proof of age to view certain films. It is customary for security staff to ask to see the contents of bags when people are entering or exiting shops and sporting venues. Don’t be offended on these occasions, as this is not a personal affront on your character.

Change of Homestay

Your homestay is an important part of your life in Australia and it is important that you be happy in your homestay. If you have a problem you should discuss your concern with International Staff. Together we will try to resolve the problem. Many problems just develop from simple misunderstandings. You will be encouraged to resolve matters before a change in homestay is viewed as necessary.
TYPE 3 TRAVEL – OUTSIDE LOCAL AREA / HOLIDAY TRAVEL AND ACTIVITIES
CONSENT FORM FOR INTERNATIONAL STUDENTS

SECTIONS A TO C TO BE COMPLETED AND SIGNED BY THE STUDENT AND PROVIDED TO THE INTERNATIONAL STUDENT COORDINATOR AT LEAST (x) DAYS PRIOR TO TRAVEL. INTERNATIONAL STUDENT COORDINATOR TO SEEK CONSENT FROM PARENT(S)/GUARDIAN(S) (VIA AGENT if applicable), THE HOMESTAY PROVIDER AND SCHOOL PRINCIPAL.

This form applies to travel outside the local area and holiday travel away from the Homestay Provider’s home, organised tours, and any travel not covered by the Type 2 Travel.

IMPORTANT: Travel, accommodation and activities should not be booked until approval has been provided by the School Principal. EQI, through the school Principal retains the final right of approval for overnight student activities/travel.

SECTION A: STUDENT AND TRAVEL DETAILS

Student’s Name: ____________________________________ Email address: _________________________________

Student’s Telephone: ________________________________ Mobile: _______________________________________

Departure Date: ____________________ Departure Time: ______________ Flight/Ticket Number: ________________

Return Date: _______________________ Return Time: ________________ Flight/Ticket Number: ________________

Transport Provider: __________________________________________________________ (eg, airline, bus company etc)

DETAILS OF THE TRIP/ACTIVITY: (list the purpose of the trip, name of organised tour if applicable and attach a detailed itinerary)

________________________________________________________________________________________________

________________________________________________________________________________________________

☐ This type of travel will occur on a regular basis. (Give details).

ACCOMMODATION DETAILS (if applicable)

Address: _______________________________________________________________________________________

Telephone: ______________________ Mobile: _____________________ Dates of stay: __________________ (If the student will stay at more than one address, please provide the above details for each stay on a separate page).

SECTION B: SUPERVISION DETAILS

WHO WILL SUPERVISE THE STUDENT? (Please provide details)

Name: _____________________________________ Name: _______________________________________

Age: _______________________________________ Age: _______________________________________

Name: _____________________________________ Name: _______________________________________

Age: _______________________________________ Age: _______________________________________
Position/ relationship to student: ___________________  Position/ relationship to student: ___________________

Blue Card Number: ___________________________  Blue Card Number: _____________________________
(if applicable)  (if applicable)

Planned check back times with parent and/or Homestay Provider: ___________________________________________

_______________________________________ Telephone number/s: _______________________________________

If the student requires transport by the Homestay provider to or from a collection or drop off point please provide details:

____________________________________________  ______________________________________
Pick up/drop off point       Date and Time

____________________________________________  ______________________________________
Name of person/s who will transport the student   Mobile/Contact number

SECTION C: STUDENT VERIFICATION

I verify that the information I have provided on this form is complete and accurate (providing false or misleading information may result in the deferment, suspension or cancellation of enrolment):

_________________________  ______________________   ________________
STUDENT NAME  SIGNATURE     DATE

SECTION D: CONSENT- PARENT(S) / GUARDIAN(S) AND HOMESTAY PROVIDER

I have read the above terms and conditions and give permission for my son/daughter/homestay student to travel as per the details specified above. I understand that travel can only occur where the Principal has also given his/her approval.

__________________________  ______________________   ________________
PARENT/GUARDIAN (NAME)  SIGNATURE     DATE

__________________________  ______________________   ________________
HOMESTAY PROVIDER (NAME)  SIGNATURE     DATE

SECTION E: PRINCIPAL’S APPROVAL

☐ The travel arrangements are assessed as appropriate and safe for the student.
☐ The student will be appropriately supervised.
☐ APPROVED  ☐ NOT APPROVED

___________________________  ______________________   ________________
PRINCIPAL’S NAME  SIGNATURE     DATE

PLEASE NOTE: participation in extreme sports and high risk activities will not be approved. High risk activities include but are not limited to: abseiling, bungee jumping, caving, cannoning, hang gliding, jet skiing, motorcycling, mountain climbing, parachuting, parasailing, racing (other than on foot), rock and/or mountain climbing, shark-cage diving, sky diving, white water rafting and ocean yachting.
School Uniform

Elanora State High School is a uniform school in accordance with the decision made by the parent community.

- A school uniform helps in achieving the school's identity, cohesion, tone, price and spirit;
- All students are required to wear the uniform correctly, are encouraged to take pride in their appearance and to keep their uniform neat and tidy;
- Hair must be clean, neat and tidy. Styles should be appropriate to school;
- **Students with long hair are requested to have it tied back. Ribbons or scrunchies to be in school colours or white. PLEASE NOTE:** Students' hair must be tied back for practical subjects such as Home Economics, Manual Arts and Art;
- Students must wear black, leather shoes;
- When students are at school on a Friday (day off) they must wear full school uniform;
- **JEWELLERY:** Students may wear a watch and one flat ring. Students with pierced ears may wear gold or silver studs or sleepers. During sport, for safety, only studs may be worn; and
- **MAKE-UP:** Make-up and coloured finger nail polish is inappropriate at school and are not permitted.

**EXAMPLE SUITABLE BLACK LEATHER SCHOOL SHOES**

**EXAMPLE UNSUITABLE SHOES**
**Academic Expectations**

Within one week of enrolment, students are expected to have finalised their subject choices for the Term. If there are any specific subject requirements from their ‘home’ school The International Program Manager to be notified as soon as possible. In this way we can ensure the correct subjects are selected and assist students wherever possible to achieve the expected outcomes.

For example: Brazilian students are required to study Maths, English, a Science, and in many of the school districts, Geography or History. It is expected that they will participate in a sport or Physical Education subject (this may be outside of school, but must be verified). They are expected to pass all subjects and a failure will mean they have to repeat the whole year in Brazil.

Students are required to follow the assignment and homework guidelines as set out in the Student Diary. The following is to be respected:

- School commences at different times for the Junior and Senior Schools;
- Students MUST be on time for form and have their names marked on their roll; and
- Students MUST be punctual to both form and to each class
- **Speak English** at all times whilst at school and with homestay parents – it doesn’t matter if you make mistakes. You ARE here to improve your English;
- Always listen and try ALL activities in class;
- If you have a question for the teacher, please raise your hand;
- **Be punctual** (on time) to ALL classes. When the bell rings, move immediately to your lesson, form, assembly, etc.
- **You MUST attend ALL scheduled classes.** There is a 100% attendance expectation;
- **Complete ALL class work, homework and assignment tasks** – there is a requirement with most countries that students PASS all their subjects! In some countries, a student may have to repeat their schooling if they fail subjects in Australia;
- Students MUST be in attendance on the last day of the school term to obtain their results and to receive Elanora High School souvenir items. DO NOT make travel arrangements until after the compulsory time;
- All textbooks and any sporting equipment/uniforms borrowed during your stay MUST be returned prior to end of the school term (and your completion date) for your year level. Items not returned will be billed to your parents;
- If you are away sick, your homestay family will need to phone the school and provide a note regarding your absence the next day. **You MUST account for all absences.**
- The Resource Centre is open to International Students at all lunch breaks and before and after school. The Resource Centre has computer facilities and this is your opportunity to contact family via email.
- Term and/or final reports will be sent to your biological parents and to your agent. Brazilian students, if not through Global, MUST pay Elanora State High School for the cost of having their reports ‘stamped’ by the Consulate. Failure to do so will result in reports not being sent and enrolment upon return to Brazil being refused.
EQI International Student Code of Conduct

Under the National Code 2007, EQI has an obligation to ensure the safety and well-being of an overseas student enrolled in an EQI program is paramount. EQI has a commitment to procedural fairness regarding a person’s rights, interests or legitimate expectations unless there are exceptional circumstances. The following is a summary of the key responsibilities for Students, Schools and EQI. Students should refer to the EQI ISP Application Form for the full Terms and Conditions for an International Student.

Academic Performance
1. Students will maintain satisfactory results in all subjects in order to continue in the program.
2. Students will abide by the School Code of Behaviour and the School Policy on Information Technology and Internet Use.
3. Students who are offered High School Preparation (HSP) program are required to successfully complete HSP before continuing to Secondary School.
4. EQI will monitor the student’s performance, and inform the Department of Immigration and Citizenship (DIAC) if the student’s results are not satisfactory.
5. The school will provide written school reports to students and parents at least every semester.

Overseas Student Health Cover (OSHC)
6. Students will maintain OSHC coverage for the duration of their student visa. This cover enables students to seek basic medical advice and assistance. Parents give permission for EQI and School staff to obtain any medical assistance required in the event of an accident or illness and guarantee to meet all costs.

Attendance
7. Students will strive to attend school on every school day of each term. Students who are sick and absent from school will be required to obtain a valid medical certificate.
8. Students who are absent from school for a period of five (5) consecutive days must demonstrate why they should not be reported for failure to meet course requirements in accordance with the National Code 2007 and the EQI International Student Application Form Terms and Conditions of Enrolment.
9. If the student’s attendance falls below 80% for a term, EQI may report the student to the DIAC. If the student’s attendance falls below 70%, EQI must report the student to DIAC for non-compliance of the student visa conditions.
10. Independent travel is not permitted unless accompanied by an adult over 21 years of age and permission is given by the school.
11. Students will obtain and wear the correct school uniform at school.

Contact Details
12. Students will advise the International Student Coordinator of current contact details within seven days of any change.
13. Students will obtain permission from the International Student Coordinator or the School Principal before changing accommodation.
14. Requests to travel in school holidays will be made using the correct form and travel will only be permitted if it has been approved by the International Student Coordinator and the School Principal.

Homestay
15. Students are required to live with an EQI approved or arranged Homestay Family for the duration of their studies, if a parent or blood relative has not been nominated as a guardian.
16. Students will advise the Homestay Family of their emergency contact details.
17. Students will follow and respect Homestay Family household rules and property. These include showing consideration and courtesy, complying with nominated curfews and negotiating with the Homestay Family in regards to outings and visits.
18. Students will negotiate the use of telephone, computer and internet facilities with the Homestay Family and abide by the Homestay Family decision in relation to this usage. Students should not download large files (5MB or more) at the homestay family’s internet expense.
19. Students will not visit pornographic websites or download pornographic material.
20. Students are not permitted to smoke, consume alcohol or use non-prescribed drugs while enrolled in an EQI program.
21. Students will be treated as a respected member of the family, and will be expected to be an active member of the household. There is a minimum stay requirement of four weeks before a student can be moved to a new Homestay Family. EQI reserves the right to move a student in exceptional circumstances.
22. Students must give at least 2 weeks advance notice if leaving the program prior to contract dates.

**Australian Law and EQI Policy**

23. Students will obey Australian laws and regulations at all times.
24. Students under the age of 18 years are not permitted to be served or consume alcohol in public places.
25. It is illegal to possess and/or use non-prescribed drugs in Australia.
26. Students will not engage in inappropriate sexually explicit behaviour at any time.
27. Students must seek permission from their host school to work in accordance with the Queensland *Child Employment Regulation 2006*.
28. Students enrolled in an EQI program may only drive a vehicle in Australia if they have obtained an Australian driving licence. Driving lessons to obtain an Australian driving licence must be undertaken with a professional driving school and instructor. Fees will apply to these lessons.

**Organisation**

There are approximately 900 students at Elanora State High School including our International Students. Our teaching and support staff number is approximately 100.

In the Senior School, there are five lessons each day. Form Class is held each morning when the roll is marked and daily notices are read to students. These notices include changes to routine and rooms and advertise important events so please make sure you take note.

During term 3 international students will be involved in our international sport selection. Sport is held on Wednesday morning with a wide variety of activities from which to choose including soccer, tennis, surfing, and volleyball.

Students will be given a timetable, advising them of the subject, teacher and room they are in each lesson. An example of a timetable is on the next page.

**School Houses**

<table>
<thead>
<tr>
<th>House Name</th>
<th>Meaning</th>
<th>Colour</th>
<th>Symbol</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kirra</td>
<td>Local Beaches on the Gold Coast</td>
<td>Orange &amp; Purple</td>
<td>Eagles</td>
</tr>
<tr>
<td>Coolangatta</td>
<td></td>
<td>Blue &amp; Green</td>
<td>Cougars</td>
</tr>
<tr>
<td>Bilinga</td>
<td></td>
<td>Yellow &amp; Pink</td>
<td>Bears</td>
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<tr>
<td>Duranbah</td>
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<td>Red &amp; Black</td>
<td>Devils</td>
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<tr>
<td>PERIOD/DAY</td>
<td>MONDAY</td>
<td>TUESDAY</td>
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<tr>
<td><strong>Early Start</strong></td>
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<td><strong>E.S.</strong></td>
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<tr>
<td><strong>Yrs. 11 &amp; 12 only</strong></td>
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<tr>
<td>Form Class</td>
<td>9:00</td>
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<td>Form Class</td>
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<tr>
<td><strong>1A and 1B</strong></td>
<td>9:10</td>
<td>9:10</td>
<td>9:30</td>
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<tr>
<td><strong>MORNING TEA</strong></td>
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<td>(25 mins)</td>
<td>M/TEA</td>
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<td>Form Class</td>
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<td><strong>LUNCH</strong></td>
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<tr>
<td><strong>SPORT/OTHER ARRANGEMENTS</strong></td>
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<td><strong>LUNCH</strong></td>
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<td><strong>4A and 4B</strong></td>
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<td>PERIOD/DAY</td>
<td>MONDAY</td>
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<td>Early Start</td>
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**Responsible Behaviour Plan**

Our school operates on the foundations of core rights and responsibilities incorporating the whole school. Elanora’s Code of Behaviour is guided by the Crew Concept.

Our Responsible Behaviour Plan is underpinned by:

- The Education (General Provisions) Act 2006
- The Code of School Behaviour
- The school motto: “Aim to Excel”
- The C.R.E.W philosophy, emphasizing our belief that students, staff, parents and the wider community are partners in a team
  - Courtesy, cooperation, common sense
  - Respect for self, others and the environment
  - Enthusiasm for all you do
  - Work to the best of your ability and wear the uniform with pride

- The shared values outlined in the National Framework for Values Education Australian Schools (2005)
  - Care and Compassion
  - Doing Your Best
  - Fair Go
  - Freedom
  - Honesty and Trustworthiness
  - Integrity
  - Respect
  - Responsibility
  - Understanding, Tolerance and Inclusion

**Emergency Procedures**

**Evacuation (CONTINUOUS ALARM)**

- As soon as **Alarm** sounds **STOP WORK, STAND, EVACUATE**. All classes must move immediately to the Main Oval as directed by staff members shown on the school maps, distributed to all staff and displayed prominently in all buildings.

- Students are to leave all belongings behind. Do NOT carry bags onto the oval.

- Students are to **WALK not RUN**, to the Main Oval. Disabled students may need to be given special assistance at the teacher’s direction. Students must assemble in Form Classes. The Form teacher (supervisor) will mark the roll.

- If in break times, proceed to the nearest building and follow instructions.

**Lock down (SHORT BURSTS)**

- As soon as **Alarm** sounds **STOP WORK, KEEP LOW AND STAY QUIETLY OUT OF SIGHT**.

- An Administrative member of staff will inform each class when the emergency has passed.
Support Services

If you have a concern at school please consult the person as indicated below. They will assist you with your concern. For more serious issues you may need to skip along the line of referral. If you are in doubt of who to consult ask the International staff. They will assist you to gain the support or advice that you need.

Health Issues
School Nurse → Guidance Officer / Year Coordinator / International Staff

Personal Issues
Form Teacher / School Chaplin / International Student Coordinator → Guidance Officer / Year Coordinator / HOD International → Principal → EQI

Homestay
International Student Coordinator or HOD International → Principal → EQI

Financial Issues
International Student Coordinator or HOD International → Principal → EQI

Subject Related Issues
Teacher → Head of Department → HOD International → Guidance Officer → Principal

Harassment / Bullying
Any staff member → Year Coordinator → Deputy Principal → Principal

<table>
<thead>
<tr>
<th>Doctors for International Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr Name &amp; Practice</td>
</tr>
<tr>
<td>---------------------</td>
</tr>
<tr>
<td>Dr. Stephen Barry</td>
</tr>
<tr>
<td>Palm Beach Family</td>
</tr>
<tr>
<td>Practice</td>
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<tr>
<td>Palm Beach Medical</td>
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<td>Centre</td>
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</table>
Education Queensland International has the following policy on Grievance Procedures:

If a student is unhappy with any aspect of the program he/she must bring it to the attention of the International Student Coordinator in his/her school. If the problem is not resolved, the school Principal should be contacted followed by the Director, Education Queensland International if not resolved.

The student or his/her nominee has the right to take the dispute to the Director-General of Education, Training and Employment who has the legislated responsibility for all matters pertaining to the Education Services for Overseas Students Act.

An independent review can be conducted in the final instance by the Queensland Ombudsman. Please refer to the Flowchart for Complaints and Appeals at the end of this manual.

Student ID Card

All students will be issued with a photo identification card showing student number, date of birth and form class. You may use this card at local businesses to prove that you are a student or if you need to show your date of birth. Please note that this card solely on its own will not be adequate to complete such tasks as opening a bank account. Please check with International staff before attempting to make such applications.

The Student ID card is required when borrowing resources such as text books and equipment at school. It is also used as a swipe card for photocopying, avoiding the need for coins. This student ID card will also enable you to receive a discount for movies, bus and train fares.

Students new to the school will be issued with a temporary ID card.

Emergency Card

All International students will be issued with an Emergency Card showing contact details for Homestay, School International staff and Emergency Services. This card must be carried around with you at all times.

Excursions (Variations to School Routine)

Educational excursions are organised for students throughout the year in a number of their subject areas. Permission notes need to be approved by International staff. The HOD of International Programs will arrange payment of any subject related excursion.

From time to time you will be invited to take part in other activities, camps, trips or excursions not related to your subject. In this case you may be required to pay these fees if you would like to attend.
Absence from School

Absence from school includes Full Day Absence, Lateness and Early Departure. Lateness and Early Departure may result in a Half Day Absence being calculated. No calculations are made for instances of School Related Absences. International Students should refer to school Absenteeism Policy on the school intranet for full details of these calculations.

There are major differences however, to the Absenteeism Policy that affects International Students directly:

- Student absences for International Students can only be accepted if validated by a Medical Certificate from a doctor. This is stipulated by DIMIA.
- **Severe warnings and cancellation of Student Visas are possible due to poor attendance.** This will lead to a student being sent back to their home country.

Students are expected to arrive on time for Form Meetings each morning. Penalties and procedures are in place, in accordance with EQI Guidelines. It is obvious that attendance is the key to success. If you are not in class you cannot learn.

**What happens?**

<table>
<thead>
<tr>
<th>Absence Percentage</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>10% absence</td>
<td>Formal letter to student; copy to EQI; Guidance Officer Interview.</td>
</tr>
<tr>
<td>15% absence</td>
<td>Formal letter to student; copy to EQI; Principal interview; EQI referral</td>
</tr>
<tr>
<td>20% absence</td>
<td>School notifies EQI of breach of regulations; EQI notifies DIAC; DIAC takes action</td>
</tr>
</tbody>
</table>

It is important to note that the above guidelines include all absences; it does not matter if you have a medical certificate or not, or if your parents have allowed you to return early/come back late from your home country. DIAC does not take this into account.

All students are expected to attend school full-time. Students who have been absent must bring a note explaining such absence the very next day and given to Victoria Malizis. When a student is absent from school they are not allowed to go out during the day or evening (e.g., shopping, meeting friends to the beach etc – they stay at home if they are sick). This note should be acknowledged by the homestay parent and an ISP staff member. The note should be then handed to the International Department. If this is not possible you must see an ISP staff member to explain. They will then write a note for you.

Homestay parents are asked to contact ISP staff if an extended absence is likely. **Homestay Parents do not give permission for any absence. They merely acknowledge that the absence had occurred.**

Please refer to the list of doctors (under Support Services) to use if your International Student is sick. If your student is sick in the morning and does not attend school the Homestay parents need to call the International Office on (07) 5568-4333 or alternatively call or send a text message to 0448-719-395 to advise their student is not well. Students must obtain a doctor’s certificate from the doctor after two consecutive days to comply with their student visa requirements.

Students can then claim a percentage of reimbursement from Medibank Private at the Pacific Fair office or alternatively if you have an Australian bank account it will be transferred into your account.
**Beaches and Swimming**

The Gold Coast is a beachside community, and the beaches are amongst the best in the world. However, they can also be dangerous for people who are not accustomed to the ocean.

Even if the ocean looks safe, there can be dangerous currents called “rips”. These are strong and will sweep you out to sea if you are not careful. There are also some animals in the ocean called “jellyfish” that will sting you. Look out for warning signs.

However, if you swim between the flags in lifeguard-controlled areas you will minimise the risk of problems. The area between the flags is designated by the lifeguards as the best possible place to swim.

Home swimming pools are great fun, but make sure that you match your activities to your swimming ability. If you want to learn to swim or even learn to surf, the ISP Staff can give you the contact details for organisations that can provide lessons.

**Personal Hygiene**

Australia’s climate can be very humid so the regular use of deodorant is important. Students should put on deodorant each morning before dressing and many students will then carry roll-on deodorant for use at school, especially if they have been engaged in physical activity like sports.

**Personal Hygiene for Girls**

Girls may need to familiarise themselves with common use of feminine products during menstruation or their monthly ‘period’. Sanitary Pads and tampons need to be changed 3-4 hourly or sooner if required, so you will need to be aware of disposal methods at home and at school.

*At School:* Sanitary pads and tampons need to be wrapped in toilet paper and disposed of in the sanitary dispenser found in the toilet cubicle. Never try to flush a pad down the toilet – they are too big and will cause a toilet blockage.

*At Home:* Each family may have individual requirements regarding the disposal of pads/tampons and you may want to ask your host mother about what to do. As a general rule, if you are in doubt, wrap the tampon or pad in toilet paper and put in a plastic bag which you then can put in the council garbage bin.

**Toxic Shock Syndrome** is a rare disease caused by wearing tampons for a prolonged time. The symptoms may include fever, vomiting, diarrhea, dizziness and a rash that looks like sunburn. If you have any of these symptoms while wearing a tampon remove it immediately and seek medical assistance. Sanitary pads, rather than tampons, should be used at night-time.
**OSHC Medical Insurance**

As a condition of your stay in Australia you are required to have medical insurance. At the very least you need to have *Overseas Student Health Cover* (OSHC) provided by *Allianz* or *Medibank Private*. These scheme provides basic hospital and medical cover. Emergency ambulance transport is completely covered; so do not hesitate if you are injured or severely ill.

www.allianz-assistance.com.au

Students are able to extend their policy to include other optional benefits such as dental cover. This does not cover the complete cost of dental work but might be a good idea, particularly if you think you might need some dental work done while you are in Australia.

Please note that OSHC provides basic cover only. (Similar to the basic cover experienced by all Australians). You will need to pay the *gap fee* for a consultation with a doctor. (The difference between the amount the doctor charges and the amount refunded by your Health Insurance Company).

The *gap fee* is paid in one of two ways:

1. Pay the full amount to the doctor. Take the receipt to the Health Insurance Company to collect a refund for the remainder.
2. Pay the *gap fee* only. The doctor will later claim the remainder from the insurance company on your behalf. This service is not available at every Medical Center/ Clinic. You may ring to check before booking a consultation. The International Student Coordinator can provide a list of centers that have an agreement with *Medibank Private*.

Please consult with ISP staff or your homestay family if you have difficulty paying this amount. We will ensure you have the medical treatment required. Do not delay in seeking treatment.

Your host family will probably recommend a doctor or dentist they are comfortable with. If you have doubts consult ISP staff.

You will need to renew your Medical Insurance one-year after arriving in Australia to ensure an extension of your visa.

**Illegal Drugs and Alcohol**

International students should be careful not to become involved in any type of illegal activity. Any student found to be using illegal drugs; or drinking under the age of 18 could be **sent back to their home country**. Students over 18 should be reminded that Homestay parents may not condone any drinking by their visitor as it places the student and the Homestay family at risk.
**Critical Incident Policy - International Students**

At the time of crisis:

1. Ensure the safety/well being of the student as a matter of priority
2. Clearly identify the crisis leader, probably first EQ person on scene, and notify key international staff at school.
3. Contact person should assign one person to ensure the safety/well being of the student and remain with them, accompanying them to hospital if necessary. Someone should also act as communicator between all parties (EQI person/Principal/Other ISC/School Staff in during school hours).
4. Native speakers available for translation may be necessary (access list from Gold Coast international Student Alliance GCISA Manager)

After the student’s welfare has been accounted for:

1. Inform Manager GCISA of crisis event and following action to date.
2. Manager GCISA refers all information to EQI.
3. The student’s agent and natural parents are informed of the event by Home Stay Coordinator/International Coordinator/Principal
   If a student has an agent they MUST be informed before natural parents. If the agent or agency cannot be contacted immediately then the natural parent will be contacted.
4. All parties ensure no contact is made with the media. All contact must be referred to the EQ Media Branch

In the event that an International Student needs to be accompanied back to their home country, at least one International staff member at the school should hold a current passport.
<table>
<thead>
<tr>
<th>Topic</th>
<th>Strategy</th>
<th>Responsibility</th>
</tr>
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</table>
| Safety First             | • Talk to the International Student Coordinator or Homestay coordinator any time by using your 24 hour phone contact numbers.  
                          | • Ask any teacher for help.                                             | Orientation Program  
                          |                                                                          | Regular meetings  
                          |                                                                          | Teachers                                                      |
| Safety in procedures     | • Be aware of evacuation and lock-down procedures.                       | Orientation Program  
                          |                                                                          | Classroom teachers  
                          | • Be aware of safety procedures with regard to the school curriculum.    | Evacuation and lockdown drills                                 |
|                          | • Be aware of general school safety rules.                                |                                                     |
|                          | • Wear appropriate footwear – black leather shoes – requirement for practical and Science subjects.               |                                                     |
| Safety through groups    | • Walk with friends.                                                     | Orientation Program  
                          |                                                                          | Excursion – risk assessment and briefing of students               |
|                          | • Belong to a group.                                                     |                                                     |
|                          | • Stay where there are lots of people.                                    |                                                     |
| Safety through relationships | • Practice safe digital (internet) citizenship                           | Personal Development Program                       |
|                          |   - never give out personal information                                  | Year Coordinator                                   |
|                          |   - never encourage unknown contacts                                     | Class teachers                                      |
|                          | • Respect for self and others (and their property)                      |                                                     |
| Safety with possessions  | • Never leave personal possessions unattended.                           | Orientation Program  
                          |                                                                          | Year Coordinator                                             |
|                          | • Be discrete with personal possessions; keep your bag in view and close to your body.                          |                                                     |
|                          | • Report any lost or stolen items immediately to the International Student Coordinator.                        |                                                     |
| Safety in the school grounds | • Tell the International Student Coordinator about any people or incidents that have made you uncomfortable or have hurt you.   | Orientation Program  
<pre><code>                      |                                                                          | Regular meetings                                             |
</code></pre>
<p>|                          | • Report broken or dangerous equipment to International student Coordinator.                                       |                                                     |
|                          | • Report strangers or people acting suspiciously immediately to International Student Coordinator.                |                                                     |
| Safety in numbers        | • Remember to have your emergency contact numbers readily accessible    | Orientation Program                                |
|                          | • International Coordinator is contactable 24 hours                     |                                                     |
|                          | • Emergency number 000 or 112 (mobile)                                   |                                                     |
| Safety away from school  | • Always tell someone when you are going out, where you are going and when you expect to return.                | Orientation Program                                |
|                          | • Have enough money to get home.                                         |                                                     |
|                          | • Be alert to your surroundings; avoid listening to devices through headphones as you may not hear trouble approaching. |                                                     |
|                          | • Take care when travelling alone especially at night – phone someone with the bus route number and the bus    |                                                     |</p>
<table>
<thead>
<tr>
<th><strong>Road safety</strong></th>
<th><strong>Sun safety</strong></th>
<th><strong>Beach safety</strong></th>
<th><strong>Cyclone safety</strong></th>
<th><strong>Bushfires</strong></th>
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</table>
| • Wear a helmet when riding a bicycle | • “Slip, Slop, Slap”  
  - Slip on a shirt  
  - Slop on sunscreen (every 4 hours)  
  - Slap on a hat | • Swim on a beach patrolled by surf life savers  
• Read the surf safety board that outlines the conditions of the surf for that day.  
• Swim between the flags  
• Swim close to beach  
• Swim with a friend.  
• Do not swim at night | • Do not venture outside  
• Stay away from windows  
• Do not drive  
• Listen to media broadcasts. | • Be aware of emergency plans.  
• You are safer in a house or car rather than out in the open.  
• Cover yourself with a woollen blanket and drink water. |

- Always carry your mobile phone charged and with credit available.
- Do not go anywhere with strangers.
- Do not give personal information to strangers.
- Be discrete with personal possessions; keep your bag in view and close to your body.
- Remember that the Police are here to help you. Ask for help.

- Wear a helmet when riding a bicycle.
- Do not ride a skateboard on the road.
- Be aware of the road rules.
- Use pedestrian crossings.

- Orientation
- Regular meetings
- Orientation
- Excursions – teachers
- Sport - teachers
- Orientation
- Regular meetings
- Excursions
- Regular meetings
- Regular Meetings
Discrimination and Racism

The Gold Coast is a newly developed area and our very diverse population has come from all over Australia and all over the world. Australia promotes social, racial and religious tolerance and acceptance. International Students should be treated with respect and should treat others with respect. Please see International Staff for assistance if you’re not sure about local customs or if you believe you have been unfairly treated.

Sexual Relationships

Australian social habits may differ greatly from those accepted in your home country. Be very careful about making assumptions about a person’s dress and manner based on your own cultural expectations. Students also need to be aware of legal, health and safety risks associated with having any type of sexual relationship while living in Australia. Our school health nurse will be able to give you more information.

Nightclubbing

No international student can go to go places licensed for service of alcohol or where gambling is taking place such as hotels, nightclubs etc. Different rules apply to some places where you may be accompanied by an adult, such as licensed restaurants, clubs and hotel lounges. The Gold Coast has a busy social scene where some public venues can be risky if you attend alone or at the wrong times. Please see more safety information on the Queensland Police website: http://www.police.qld.gov.au/programs/personalSafety/booklet

Using ATMs

Banks and other financial institutions urge you to take care when using ATMs. ATM safety tips can be found on the internet at: www.fugitive.com/c-atm-safety-tips.html and other sites.

Hitchhiking


Avoiding Dangerous Areas

There are a few areas you should avoid on the Gold Coast at night, particularly if you are alone. It is essential for you to be accompanied by friends or an adult if going out at night. The following areas could be considered dangerous: beaches at night, any poorly lit areas, the nightclub area of Surfers Paradise, teenage ‘street parties’.
FLOWCHART FOR COMPLAINTS AND APPEALS

GENERAL

School

International Student Coordinator

If not resolved

School Principal

Educator
Queensland International

Director
Education Queensland International
Fax: 07 3224 6973
Email: EQinternational@detec.qld.gov.au

If not resolved

Department of Education, Training and Employment

Director-General
Education, Training and Employment
50 Mary Street, Brisbane QLD 4000

If not resolved

External

Queensland Ombudsman

Independent Review

Queensland Ombudsman
Email:
ombudsman@ombudsman.qld.gov.au
Letter: GPO Box 3314, Brisbane QLD 4001
In Person:
Level 17, Albert Street, Brisbane QLD 4000

International students may choose a support person to represent them or act on their behalf. This support person may be a friend, homestay parent or a legal representative.