



Whites Hill State College



International Student Handbook

Department of Education, trading as Education Queensland International (EQI) CRICOS Provider Code 00608A



Whites Hill State College – International Student Handbook

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1. Principal's welcome

Hello, and welcome to Whites Hill State College,

환영합니다

Bienvenida

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Selamat datang

ようこそ

chào

We are pleased that you are able to be with us to start your educational journey in Australia. Whites Hill State College is a large, lush, green high school based in the South of Brisbane. We have a range of sports fields, a swimming pool, vast grounds, wireless networked buildings, fantastic school staff and students. The school is situated close to the Central Business District.

At Whites Hill State College, we value the cultural benefits that international students provide to the everyday experiences of our college and look forward to you joining us as a part of the Whites Hill State College family.

You will make new friendships, develop new skills and share your own culture in our school. There will be times when you need a little help. This handbook will help with some of your concerns, but there is also a team of people who will help you through your schooling.




Whites Hill State College ... Imagine, Believe, Achieve

Richenda Wagener
College Principal

2. School Details

<u>Postal address:</u>	PO Box 42, Carina Qld 4152, Australia
<u>Street address:</u>	138 Burn Street, Camp Hill Qld 4152, Australia
<u>Office hours:</u>	Monday – Thursday 8:00am – 4.00pm Friday 8.00am – 3.30pm
<u>Telephone:</u>	07 3900 8333
<u>Absence line:</u>	07 3900 8370
<u>SMS Absence:</u>	0428 632 704
<u>International Office:</u>	07 3900 8318
<u>Administration Email:</u>	admin@whiteshillsc.eq.edu.au
<u>Website:</u>	www.whiteshillsc.eq.edu.au
<u>Facebook:</u>	http://www.facebook.com/whiteshillsc
<u>International Student Hotline</u> (afterhours emergency)	1800QSTUDY (1800 778 839)

3. Administration

 <p>Executive Principal Richenda Wagener principal@whiteshillsc.eq.edu</p>	 <p>Head of School Secondary Samantha Hawkins shawk8@eq.edu.au</p>	 <p>Head of School Primary Briohny Cuskelly bcusk1@eq.edu.au</p>
<p><u>Financial matters</u></p> <p>Business Service Manager Student Resource Scheme</p>	<p>Jolene Dargie Pru Dickey</p>	<p>jdarg13@eq.edu.au cdic0@eq.edu.au</p>
<p><u>Student attendance</u></p>	<p>Dora Sewell</p>	<p>07 3900 8370 / 0428 632 704</p>
<p><u>Heads of Department</u></p> <p>Arts/LOTE/PE English Business and Humanities Information Technology/Science Mathematics International Inclusion P-12</p>	<p>Gerri Courtney Amanda Evans Maryanne Galbraith Emma Scotney Mark Granrose Andrea Pugh Anette Hurman</p>	<p>gcour12@eq.edu.au aevan8@eq.edu.au mgalb4@eq.edu.au escot104@eq.edu.au mgran66@eq.edu.au apugh2@eq.edu.au ahurm3@eq.edu.au</p>
<p><u>Cultural & Engagement</u> <u>Coordinators</u></p> <p>Cultural & Engagement Coordinator (Year 7, 8) Cultural & Engagement Coordinator (Year 9, 10) Cultural & Engagement Coordinator (Year 11,12) Cultural & Engagement Coordinator Sport</p>	<p>Lachlan Hurman Kristy-Lee Francis Meagan Cass Mardi Johnson</p>	<p>lhurm2@eq.edu.au kfran95@eq.edu.au mcass81@eq.edu.au mjohn496@eq.edu.au</p>

<u>Student Wellbeing and Support</u>		
Guidance Officer (Secondary)	Kylie Robertson	krobe40@eq.edu.au
Guidance Officer (Primary)	Fiona Darlington	fdar0@eq.edu.au

4. School Values

At Whites Hill State College, our environment supports every student to imagine their future, believe in their ability and achieve their individual dreams and goals. Our school motto is:



Imagine Believe Achieve





Our college is built around our 5 core values known as **CARES**. These values set the standard for positive behaviour and academic success for everyone in our school.



5. International Team

The International Team are here to guide you with your studies and support you during your time at Whites Hill State College. The College Principal is part of the International Team.

 <p><u>Andrea Pugh</u> Director of Studies, Head of Department – International apugh2@eq.edu.au</p>	 <p><u>Karina Britten</u> International Student and Homestay Coordinator kbrit0@eq.edu.au</p>	 <p><u>Tracy Shuttleworth</u> International Teacher Aide tshut10@eq.edu.au</p>	 <p><u>Emi Koo</u> International Teacher Aide hkoo3@eq.edu.au</p>
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 <p><u>Jasmin Kim</u> International Teacher Aide kjaey0@eq.edu.au</p>	 <p><u>Catherine Clifton</u> EAL/D Teacher cclif11@eq.edu.au</p>	 <p><u>Kylie Robertson</u> Guidance Officer Secondary krobe40@eq.edu.au</p>	 <p><u>Fiona Darlington</u> Guidance Officer Primary fdar0@eq.edu.au</p>
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The international office is located in the AALC, K block.

6. Emergency contacts (during school hours)

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

In the event of an emergency **during school hours** notify a staff member and ask them to contact the International office.

Name	Role	Contact
Andrea Pugh	Director of Studies, Head of Department - International	3900 8382
Karina Britten	International Student and Homestay Coordinator	3900 8318

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



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

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

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

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

What is the free call 1800 QSTUDY?

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

When should I use the 1800 QSTUDY service?

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

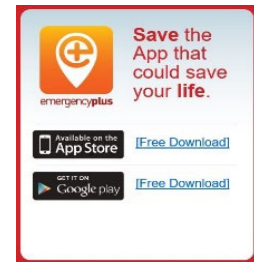
At these times:

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

8. Critical or life-threatening situations – dial Triple Zero (000)

A critical or life-threatening situation includes:

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



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

9. School emergency and lock down procedure

There may be a time when an emergency may happen in the College. It is important that you know what to do. Your class teacher will explain what to do.

Lockdown

There may be a time when it is not safe for you to be outside the classroom. In this case, the Lockdown Procedure should be followed. A lockdown is signalled by a '**Beep, Beep**' sound which gets louder. For a Lockdown your teacher will instruct you to:

- stay in your classroom out of sight
- secure the room (lock doors, close windows etc)
- remain calm and quiet

Evacuation

When an emergency situation such as a fire occurs, you will need to leave the College buildings. This is called Evacuation. An evacuation is signalled by a '**Whoop, whoop**' sound with an increasing pitch. For an evacuation, you teacher will instruct you to:

- Get your bag
- Leave the room in an orderly manner
- Walk quickly to the evacuation area
- Sit in a line with your form class

During break times

Lockdown

Go to the nearest classroom and follow the directions of that teacher.

Evacuation

Go directly to the evacuation area and line up with your form room group.

In an emergency you **do not have time** to:

- Wait for friends
- Go to the toilet
- Get a drink



EMERGENCY PROCEDURES



This page shows what to do for Lockdown and Evacuation. In both cases, when you hear the warning:

- Stop what you are doing and listen to the instructions of your teacher
- Stay calm and do what your teacher says.
- Wait for an instruction of “all clear” from your teacher before you return to normal class work

Lockdown



“Beep Beep”



IN CLASS:

- Stop
- Close the curtains
- Hide under tables

OUTSIDE:

- Stop
- Go into the nearest classroom
- Hide under tables



Wait for the teachers to say it is 'all clear'.

Evacuation



“Whoop Whoop”



IN CLASS:

- Stand up
- Collect bags
- Leave the building

OUTSIDE:

- Stop what you are doing



Walk (not run) to the Primary School sports oval.

At the Primary Sports Oval



Line up



Sit down in class order



Say 'here' when you hear your name



Wait and listen for your teacher's instructions

10. Orientation

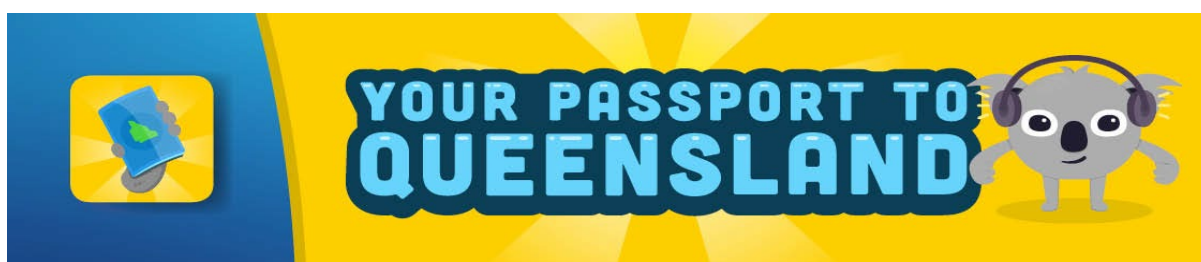
The Whites Hill State College overseas student [Orientation](#) has been designed to:

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

For High School students only: Before you arrived in Queensland you would have been provided with a pin code to download your [Passport to Queensland](#). This is for High School students only.

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

You can email any questions about the app by emailing yourpassport@qed.qld.gov.au.



Daily timetable

Primary School Monday-Friday	
8.45 – 8.55	CARES
8.55 - 10.05	Lesson 1
10.05 - 11.00	Lesson 2
11.00 - 11.30	MORNING TEA Eating
11.30 - 11.45	MORNING TEA Playing
11.45 - 13.15	Lesson 3
13.15 - 13.40	LUNCH Playing
13.40 – 13.50	LUNCH Eating
13.50 - 14.55	Lesson 4
14.55	School finishes

Secondary School Monday-Friday	
8.45 – 8.55	CARES
8.55 - 10.05	Lesson 1
10.05 - 11.15	Lesson 2
11:15 - 11.45	MORNING TEA
11.45 - 12.55	Lesson 3
12.55 - 13.45	LUNCH
13.45 - 14.55	Lesson 4
14.55	School finishes

Orientation handouts:

- International Student Handbook
- Diaries/ Student Planner
- 1800 QSTUDY information

Assemblies and meetings:

- International Student meeting CARES class (Secondary only) is held each Friday at 8.45 am in the AALC.

Orientation Day Timetable – guide only (varies on term bases)

Activity	Time	Venue	Orientation topic
Informal Welcome	8.00 am – 8.40 am	AALC	Start to Collect – Students Forms. Visa, Passport, IS Information Form, Media Consent Form, Computer Agreement, Photo taken: Student ID; Confirm student knows a way to get home.
Welcome & Introductions	8.40 am- 9.15 am	AALC	<ul style="list-style-type: none">• International Student Coordinator• Homestay Coordinator• Support Teacher Hand out Welcome Pack (incl. ISP Handbook) What we offer at WHSC – Welcome PPT: <ul style="list-style-type: none">• Support (Academic, Welfare, Homestay)• ISP Facilities• School excursions and EQI Programs• What your fees cover 'Get to know you' activities.
Guest Speaker	9.15 am	Annex 3 AALC	Principal's Welcome
Meeting	9.30 am		Continue Collecting – Students Forms. Visa, Passport, IS Information Form, Media Consent Form, Computer Agreement, Photo taken: Student ID; Go through handbook - PowerPoint Presentation 1 – Health and Safety; Expectations and School values. Students go in pairs or with parents to purchase uniforms.
Meeting	10.15 pm		International Student Handbook: PowerPoint Presentation 2 - Visa conditions: <ul style="list-style-type: none">• Attendance• Course progress• Behaviour

			<ul style="list-style-type: none"> • Deferral, suspension and cancellation of enrolment • Complaints and appeals
Morning Tea	11.00 am	AALC Deck	Morning Tea with C&E Captains or ISP staff
Guest Speaker	11.30 am	Annex 3 AALC	Guest Speaker <ul style="list-style-type: none"> • Guidance Officer - Assessment - Change of Subjects procedure • School Nurse (when available) - welfare
School Tour	11.45 pm	Annex 3	School Tour with ISP Coordinator. Students are led to their classes. Buddies assigned by teachers (Primary) or ISP Coordinator.

School map and facilities



LEGEND

- Admin** – College Administration, Finance Office, Student Services, Sick Bay
- A1** – Primary Reading Program Learning Area
- B** – Secondary Classrooms, Computer Pods, Staff Room, Boys Toilets
- C** – Secondary Classrooms, Computer Pods, Green Room, Study Room, Enrichment Centre, Staff Rooms, Girls Toilets, Disabled Toilet
- D** – Secondary Classrooms, Computer Pods, Canteen, Staff Rooms
- E** – Secondary Classrooms, Hospitality Facilities, Computer Pods, Staff Rooms, Boys Toilets, Girls Toilets
- F** – Design and Technology Classrooms, Staff Room
- G** – Secondary Classrooms, Art, Staff Rooms
- H** – Science Laboratories, Store Rooms, Staff Room
- J** – Secondary Classrooms, Staff Room
- I** – Innovation Centre
- K** – Arts and Asia Learning Centre, Music, Staff Rooms
- L** – College Hall
- Prep** – Prep classrooms
- M** – Integrated Learning Centre, Presentation Areas, Library, Staff Room, Toilets
- R** – Outside School Hours Care
- S** – Facilities Team, Store Rooms, Boys Toilets, Girls Toilets
- T** – Primary Classrooms, Computer Lab, Canteen, Boys Toilets, Girls Toilets
- U** – Primary Classrooms, Learning Support, Resource Room
- V** – Primary Classrooms, Staff Room, Green Room
- W** – Primary Administration

The International Student Common Room and Quiet Study Area

These are special places for **ISP students only**. Ensure you respect the space and the people in it.

In the **Common Room**:

- Keep the room clean including the kitchen area
- Be careful with the microwave and hot foods
- Read any notices that concern you
- Keep your phone in your bag
- Do not be late to class

In the **Quiet Study Area**:

- Work quietly so you do not disturb others
- Have any concerns ready for your support staff

11. What to do when

11.1	Late for school or class	Go to Student Services at the office for a late slip
11.2	Leaving school during the day	Go to Student Services at the office to leave early. Approval from a parent / guardian must be given
11.3	Feeling sick or unwell	See your teacher for approval to go to the office for permission to stay in the sick bay or go home; the school can't give you any medications only ice and water
11.4	Wanting to change subjects	Meet with your teacher, HOD of International and Guidance Officer
11.5	Changing address or contact details	See International staff in AALC. You must tell the school of any changes of residential address or other details within seven days. Failure to do this may affect your student visa.
11.6	Wanting to see a Guidance Officer	See International administration staff in AALC or make an appointment by email (krobe40@eq.edu.au - Secondary)
11.7	Lost property	Contact the office and the ILC
11.8	Toilet access during class time	Refer to your diary

12. Accommodation and welfare

Care arrangements

While studying you must live with:

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

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

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

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

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

13. Living with 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 time for me to wake up on weekends?
- Is there a bedtime?
- Can I invite friends around?
- What are the rules for using the telephone?
- What are the rules for using the internet?
- What time am I expected home on the weekends?
- Can I use household appliances when I wish?
- When and how loudly can I play music?
- What are the general procedures in the household?

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, 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 charged and with credit and carry it with you when travelling; and
- keep the homestay provider informed of your whereabouts, and remain contactable by them, at all times.

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 to Thursday:

- no later than 6.00 pm, unless for a school-approved extra-curricular activity (Years 7 to 10);
- no later than 7.00 pm, unless for a school-approved extra-curricular activity (Years 11 and 12)

Friday/Saturday and school holidays:

- no later than 9.30 pm, unless for a school approved extra-curricular activity (Years 7 to 10);
- no later than 10.30 pm, unless for a school-approved extra-curricular activity (Years 11 and 12)

Going out – after school hours

Let your homestay know:

- Where you are going
- Who you will be with
- When you will be home



Your homestay must approve you going out.

Ensure your phone is switched on and is charged with credit so you can contact your homestay and your homestay can contact you when needed.

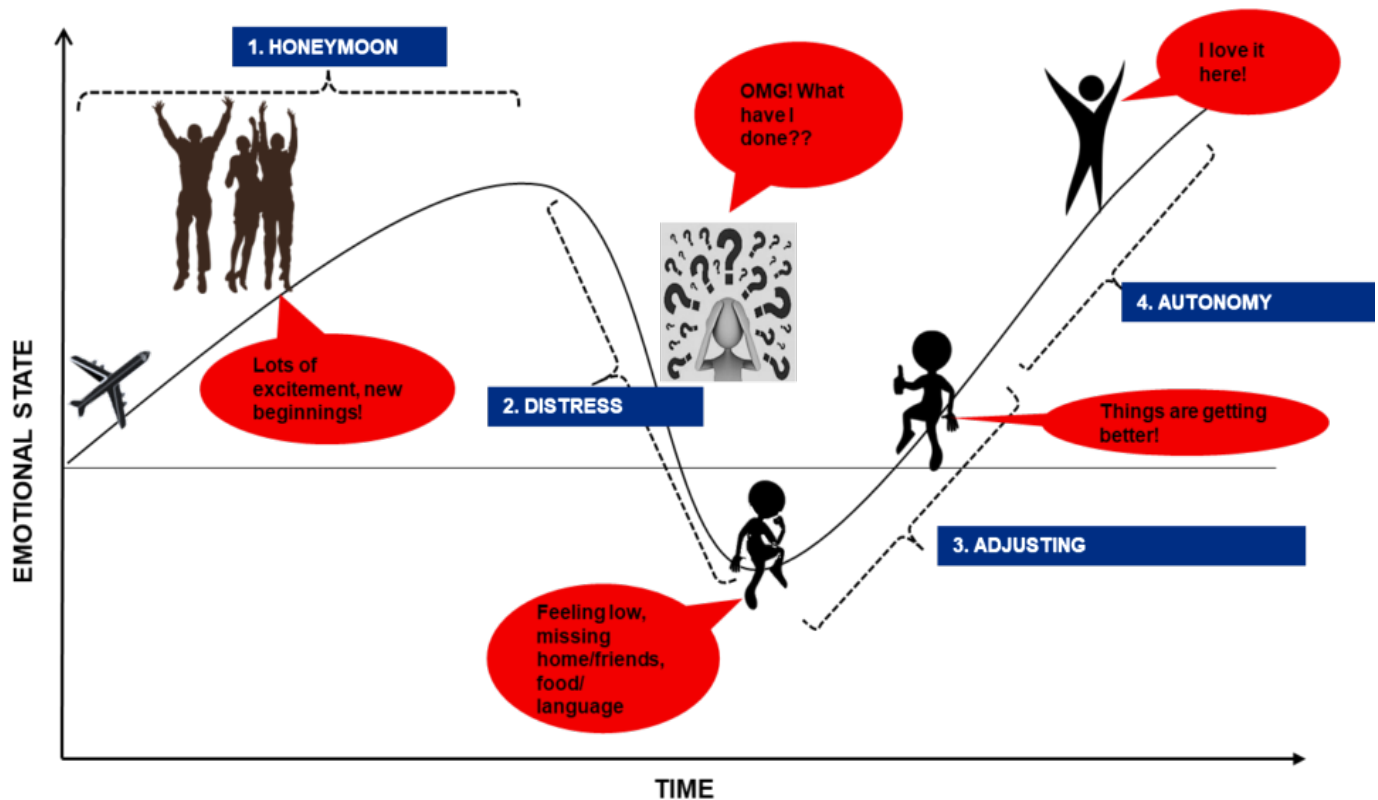
Make sure you always have your student **Go Card registered and with credit**. Register your Go Card on line so if it is lost, you can reclaim your credit.

Staying in 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

Make the most of your homestay experience

14. Culture shock



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

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

Some of the signs of culture shock include:

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

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

1. Honeymoon phase

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

2. Frustration/ Distress phase

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

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

3. 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 begin 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.

4. Acceptance/ Autonomy phase

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

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

- Be patient with yourself as culture shock is a normal reaction to a changed environment.
- Talk about how you are feeling with your host family, friends or a member of the international team.
- Keep in contact with your loved ones back home.
- Socialise and make new friends – don't retreat into the virtual world.

It is important to remember the following:

- Culture shock is a perfectly normal part of living in a new environment.
- It is important to remember that the difficult times 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.
- When you return home, your family and friends will be ready and waiting to hear all about your adventures.
- Many of your international teachers have lived in non-English speaking environments so are empathetic to your feelings.

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 Whites Hill State College.

15. Your 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.

16. ISP Standard Terms and Conditions

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

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

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

17. Visa Conditions

Attendance

[Whites Hill State College's 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 at Whites Hill State College it is your responsibility to ensure that you are at school every day and that you arrive on time, ready to start class at 8.45am.

You are expected to maintain 100% attendance unless you are sick.

In the event that you are going to be absent from school ask your guardian (parent or homestay parent) to notify the school on the day of the absence via the absentee line [3900 8370] 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.

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

Important information about attendance

- Start and finish times 8:45am – 2:55pm
- Late arrival process Go to the office for a late slip
- School absence telephone number 07 3900 8370 or 0428 632 704
- Serious, injury or incident process
<https://ppr.qed.qld.gov.au/attachment/ISP-temporary-suspension-request-form.pdf>

At risk of failing to meet attendance requirements

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

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

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

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

Unsatisfactory attendance

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

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

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

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

- [ISP Standard Terms and Conditions](#)
- [EQI Attendance – Subclass 500 \(schools\) visa procedure](#)
- Whites Hill State College Information Guide
[whsc-information-guide.pdf](#)

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 reports it to authorities and your student visa may be cancelled.

At Whites Hill State College 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 [ISP 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.

Unsatisfactory course progress

Whites Hill State College 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.

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 [ISP standard terms and conditions](#)

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

- [ISP Standard Terms and Conditions](#)
- [Course progress - subclass 500 \(schools\) visa procedure](#)
- Whites Hill State College Information Guide [whsc-information-guide.pdf](#)

Behaviour

Whites Hill State College 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 Whites Hill State College Student Code of Conduct is available on the school website:

[Student Code of Conduct](#)

It 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.

[ISP 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 your Whites Hill State College rules – student code of conduct and school policy and procedures

At all times you must

- comply with Australian laws and with the conditions of your student visa;
- not drink alcohol, smoke, misuse prescription medication or use illegal drugs;
- not do anything that endangers your safety or the safety of other people; and
- not do anything that may bring your school or the International Student Program into disrepute.

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

18. English as a Second Language or Dialect (EAL/D)

The **support process** for our international students is as follows:

- in class – support by EAL/D teacher aides in classrooms across the school.
- outside class support (high school) – support by EAL/D teachers and teacher aids (see timetable below)

Outside class	Time/Teacher	Room
Monday	8. 15 – 8.45 am (by appointment) 1.00 – 1.30 pm	AALC Quiet Study Area
Tuesday	8. 15 – 8.45 am (by appointment) 1.00 – 1.30 pm	AALC Quiet study Area
Wednesday	8. 15 – 8.45 am (by appointment) 1.00 – 1.30 pm	AALC Quiet study Area
Thursday	8. 15 – 8.45 am (by appointment) 1.00 – 1.30 pm	AALC Quiet study Area
Friday	8. 15 – 8.45 am (by appointment) 1.00 – 1.30 pm	AALC Quiet study Area

19. Additional study support programs

Our school has the following study programs to support you in your studies:

Activity	Time and Location
Homework Club Senior	Monday 3.00 pm – 4 pm ILC (ask your teacher)
Homework Club Primary	Monday and Tuesday 3.00 pm -3:30 pm AALC



Additional help is available from teachers for some subjects. Please ask your teacher.

20. Academic Policy

The Academic Policy at Whites Hill State College is in alignment with EQI's Course Progress Policy.

- All International students must maintain a **Sound level [C]** of achievement in **all** subjects.
- Improvement should be noted and hard work displayed especially in areas of difficulty.
- Homework and study must be done every night and English must be practised.
- Failure to do homework may result in detentions.
- Assignment drafts must be handed in to the subject teacher on the **due date**.
- Assignments must be handed in on the **due date**.
- Extensions may be granted but this must be organised through the subject teacher and the Head of Department.
- People who can assist you with your studies are:
 - Class teachers
 - Head of Department
 - Director of International Student Studies and ESL Teacher
 - The Guidance Officer can help with study skills, subject choice/review and tertiary study queries.
- Regular reports from teachers based on *Academic progress, Attendance, Behaviour* will be generated to ascertain if there are any problems.
- **Intervention strategies will be implemented if a student is experiencing difficulties.**
- Academic monitoring letter will be sent to agent, parents EQI if the student is failing
- Process of cancelling Visa will be implemented if student still fails after two interventions.

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

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

Community Legal Centres QLD – Dunellan St Woolloongabba Qld 07 3392 0092

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.

The Fair Work Ombudsman, is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. You can contact Fair Work www.fairwork.gov.au or 13 13 94.

22. Emergency and Health Services

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

Overseas student Health Cover (OSHC)

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

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

OSHC is considered adequate health insurance, however, if you find your OSHC policy does not cover you for everything you want, you can take out additional private health/travel insurance.

Your OSHC provider can help you with a range of medical advice. You should check with your OSHC provider website as the services and support provided can vary from provider to provider.

Common advice and support OSHC providers may provide include:

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

OSHC providers in Australia include:

Australian Health Management (ahm)
Allianz
BUPA Australia

Medibank Private

NIB Health Funds Limited

www.ahmoshc.com.au
www.allianzassistancehealth.com.au
www.bupa.com.au/health-insurance/oshc
www.medibank.com.au/overseas-health-insurance/oshc
www.nib.com.au/overseas-students

23. Medical matters and treatment

Health information

To help us support you, we need you to tell us everything about your physical and mental health. This includes your medical history, conditions and allergies. Notify us of any ongoing medications you use so we can organise anything you might need. We need to be informed so we can 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. Full medical disclosure is vital so we can care for you.

Visiting a doctor

If you need to visit a doctor, ask your homestay family to help you make the arrangements. Check your overseas health cover, it may be able to help you find a doctor in your area who speaks your language.

Medication

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

Medical treatment

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

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

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

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

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

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

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.

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.

24. Fees

Tuition

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

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

Non-tuition fees

Some non-tuition fees may also apply for items such as school uniforms and non-curriculum activities.

Instrumental music fees

- Strings or Band Program participation
- Instrument hire per year

Please check the college website for more details.

<https://whiteshillsc.eq.edu.au/extra-curricular/music-activities/instrumental-music>



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 - Fees](#)

25. Variation of enrolment and Transfer to a private school

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 private school (non-government school)

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

26. 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.

27. 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.

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

EQI will comply with any decision the Ombudsman makes.

28. Travel and activities, Water Skills Assessment

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](#)

Travel form is also for travel home for vacations. It must be completed and sent to your parents for their signature. This form requires a copy of your electronic ticket.

Water activities

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](#)

29. Refund Policy

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:

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

30. School Policy and Procedures

Whites Hill State College has a range of school policies to view please click the links below:

[WHSC ICT Policy](#)

[WHSC Uniform Policy](#)

[WHSC Assessment Policy](#)

[WHSC Standards for Success](#)

[WHSC Code of Conduct](#)

[WHSC Senior Agreement](#)

[WHSC Use of Mobile Phones Policy](#)

[Smoking - Schools community factsheet](#)

Please note these are live documents and will be updated as needed. They can be found on our school website: <https://whiteshillsc.eq.edu.au/our-school/policies>

31. Banking

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



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

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

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

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

32. Transport

If you live close to school, you may walk to school. If you live further away, you can catch a bus or your host parent may drive you. Please see the international staff if you wish to ride a bike to school.

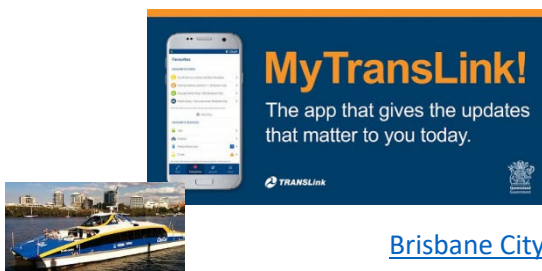
The **Concession** and **Child** go card travel on a 50 percent concession fare:

- Children (5-14 years and using an orange child *go* card)
- Secondary students (15+ years and using a green concession *go* card)



You are required to show proof that you go to a Queensland Government school, school ID is required, and you will get your student photo ID on the first day of term.

Two main Apps that you can get for your phones to help with your travel plans:



[Brisbane City Council Journey Planner](#)

33. Driving

You must refer to the [ISP 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.



34. Working

If you are considering work, you must speak to your ISP Coordinator. Your 500 visa allows you to work part time. During school time it is recommended you work no more than 12 hours a week. If it interferes with your study you will need to meet with your ISP Coordinator to discuss strategies to manage your time. You will need to follow Australian law when working. Please see the link below for more visa conditions.

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions>

- **Tax File Number (TFN)**

Anyone who works in Australia has to pay taxes and the amount is determined by how much you earn. You will need to complete an application for a TFN, otherwise the government will take 50% of your money. Some students get a job that pays cash only. Be careful, as you will not be covered if something happens at work.

- **Superannuation**

This is basically a retirement fund. If your monthly salary is more than \$450, your employer must contribute an additional 9.5% of your wage into your superannuation fund. You may only access those funds when you are the retirement age or older.

Make sure you know your responsibilities and rights at the workplace. Visit the **Fair Work Ombudsman** website (fairwork.gov.au) or call 13 13 94 for more advice and/or information.

35. House structure

MITCHELL	Yellow
OXLEY	Blue
CUNNINGHAM	Green

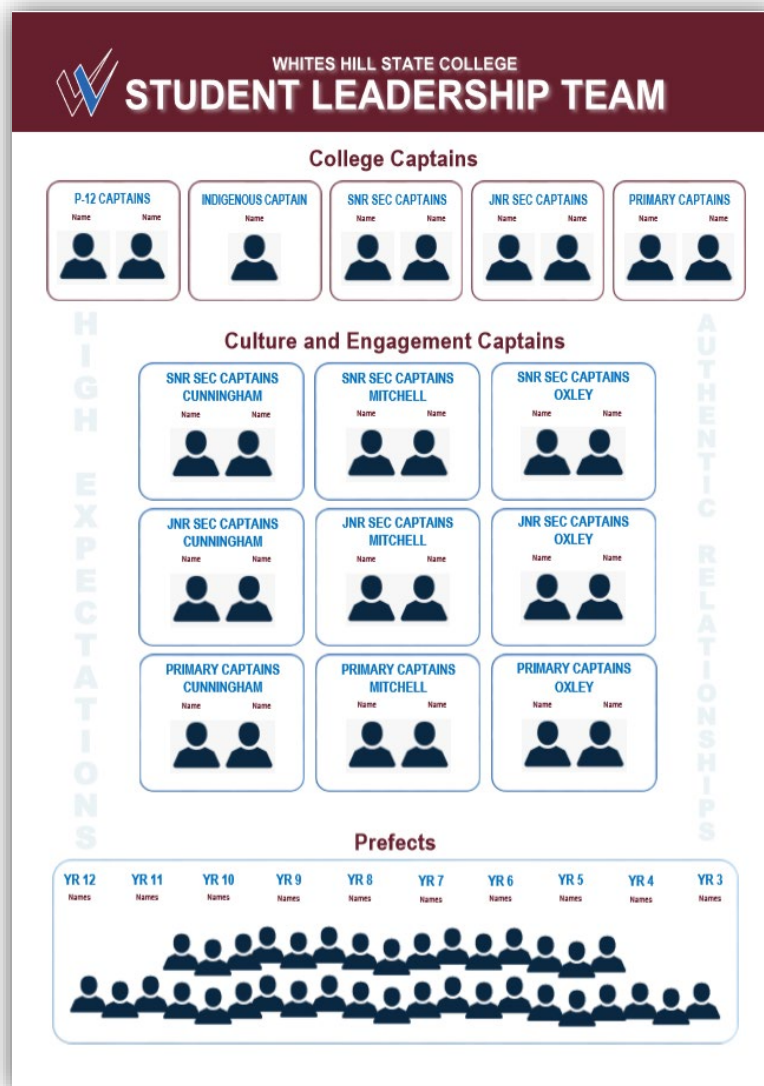


When a student enrolls at Whites Hill State College, they will be allocated to a house. There are 3 houses – Mitchell, Oxley and Cunningham. Students can achieve points for their house in a variety of ways throughout the college year.

36. School Leadership opportunities

We are united in our pursuit of Excellence at Whites Hill State College in order to engage students in learning whilst achieving at or beyond expectations and instilling confidence in our community. Whites Hill State College believe that **all students** can contribute to building a positive college culture. We value that students have different skills, talents and interests and strive to provide opportunities for all students to engage in our college community.

The promotion of student leadership is a vital feature of successful education communities. Whites Hill State College actively provides increased opportunities for leadership each year. We offer a Junior Secondary and Senior Secondary prefect structure in which students are elected to the following positions:



Leadership.... any action that makes the world a better place

37. Australian Families

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

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

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

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

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

38. Mealtimes

Breakfast

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

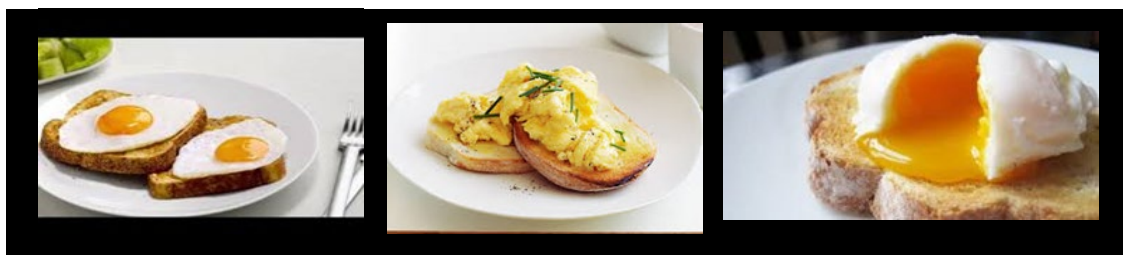
- **Cereal** (a carbohydrate consisting of grains such as wheat, oats or corn) served with milk



- **Toast** (sliced bread that is heated in an electrical appliance called a toaster) with toppings such as peanut butter spread, Vegemite, Jam 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 and clean up afterwards. 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.

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.

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 centre 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.

Expected table manners

Do:

- Wait until everyone is seated before eating
- Eat with your mouth closed
- Make a positive comment on the meal
- Clear up your plate and help clean up
- Use knife and fork

Don't:

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



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.

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 not acceptable to say “What” if you do not understand. Say: “Pardon” or “Sorry”.

39. Socialising with friends

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

Please remember to complete a travel form for overnight travel!

40. 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).



41. 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

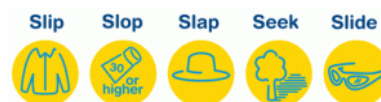
Spend some time each day with your homestay family. You can do this by watching a TV show with them, helping with dinner preparation, asking questions about Australia or talking about your home country. Don't spend all of the time in your bedroom on the computer. It is very important to make the effort 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.

42. Swimming, Surf and Beach Safety

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 student's](#) 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.

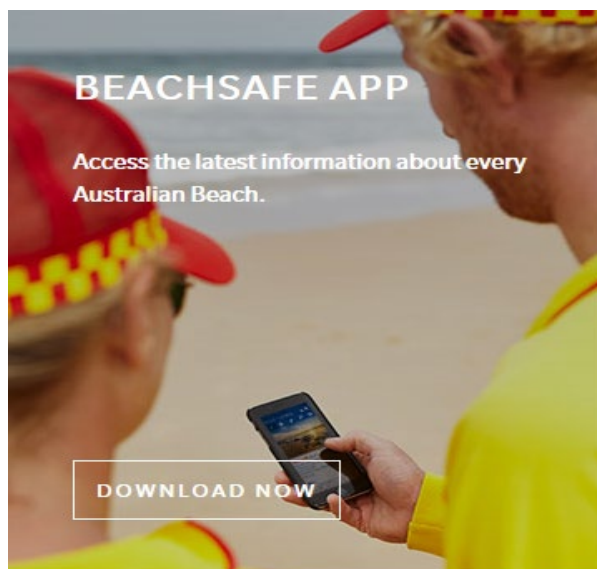
Surf Life Saving Australia's 10 Surf Safety Hints

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

Useful links

[Queensland Surf Lifesaving](https://beachsafe.org.au/)

<https://beachsafe.org.au/> at this link you can download their Beach Safe app.



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.



43. Road Safety

Australian roads can be quite busy during peak time (mornings and afternoons). 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.



44. 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.