







# International Student Handbook

## YEPPOON STATE HIGH SCHOOL

*Together we succeed*

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# 1. Principal welcome

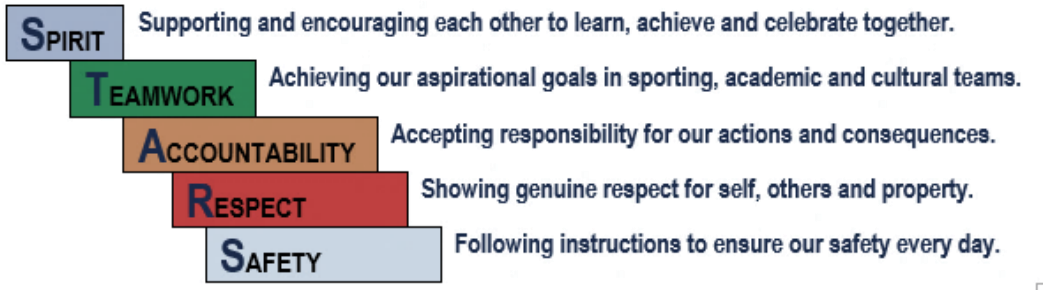


Welcome to Yeppoon State High School!

Yeppoon is a township of approximately 15 000 people located on the coast of Central Queensland. Yeppoon is situated on the beautiful Keppel Bay, 700km north of Queensland's capital city, Brisbane.

Yeppoon State High School has approximately 1 000 students from Years 7-12. We have a sister school relationship with Wako International High School in Saitama, Japan and we have hosted many exchange and international students over the years. Our school's International program will only accept up to 15 students at a time. This ensures that the quality of the homestay and care given to you, as a student in our school, is always at a personal level.

Yeppoon State High School has five expectations including **S**pirit, **T**eamwork, **A**ccountability, **R**espect and **S**afety. All students are expected to display behaviour which reflects our STARS expectations.




Our international students have the option of studying an extensive range of subjects and are encouraged to participate in our sporting and cultural programs.

Thank you for choosing Yeppoon State High School as your Study Abroad destination. Please do not hesitate to forward any questions to principal@yeppoonshs.eq.edu.au

**See our School Prospectus for a full overview –**

www.yeppoonshs.eq.edu.au/calendar-and-news/news/virtual-tour-and-school-prospectus

Yours sincerely

James O'Neill - Principal

## 2. School details

| | |
|---|---|
| Main Reception: | 07 4925 1333 |
| | Option 1 – Student absences |
| | Option 2 – Sick bay |
| | Option 3 – BPOINT telephone payments |
| | Option 4 – Accounts payable |
| | Option 5 – Student account enquiries |
| | Option 6 – Administration |
| Address: | 30 Rawlings Street, Yeppoon Queensland 4703 |
| Generic email: | admin@yeppoonshs.eq.edu.au |
| Student absences: | 07 4925 1307 |
| Absences: | studentabsences@yeppoonshs.eq.edu.au |
| Website: | www.yeppoonshs.eq.edu.au |
| Facebook: | www.facebook.com/YeppoonSHS |
| Instagram: | www.instagram.com/YeppoonStateHighSchool |
| YouTube: | www.youtube.com/YeppoonStateHighSchool |

The school administration office is located at the front of the school and is open from 8.00 am to 4.00 pm Monday, Tuesday, Wednesday and Friday and open from 8.00 am to 3.30 pm Thursday.

The administration public reception area is located on the left hand side of the building (near Tabone Street Bus Interchange) and student reception is located on the right hand side of the building (opposite the Indoor Sports Centre).

All visitors to the school are required to register at administration public reception prior to entering the school grounds.

# 3. Administration

**EXECUTIVE**

**Principal** ..... Mr James O'Neill

**Deputy Principal Year 7-8** ..... Mrs Sharrie Van Itallie

**Deputy Principal Year 9-10** ..... Mr Jason White

**Deputy Principal Year 11-12** ..... Ms Dani Pozzetti

**Deputy Principal Diversity and Inclusion** ..... Mrs Kerri Wellspring

**Business Manager** ..... Mrs Grace Linaogo

**HEADS OF DEPARTMENT**

**The Arts** ..... Ms Peta McAllister

**Business & Information Technology** ..... Mrs Sandra Byrt

**English** ..... Mrs Nicole Sherwell

**Health & Physical Education** ..... Mrs Phebe Chelepy

**Technologies** ..... Ms Amanda Cole

**Junior Secondary (Years 7 and 8)** ..... Ms Emma Keyes

**Middle Secondary (Years 9 and 10)** ..... Ms Jodie Sell

**Senior Secondary (Years 11 and 12)** ..... Ms Rhianna Titmarsh

**Mathematics** ..... Mrs Taylor Olsson

**Science** ..... Mrs Caledonia Yore

**Senior Schooling and VET** ..... Mr Shannon Boyle

**Social Sciences & Languages** ..... Ms Lisa Whitworth

**SUPPORT STAFF**

**Guidance Officer (Years 7-9)** ..... Ms Peta Thomas/ Ms Justine Grant

**Guidance Officer (Years 10-12)** ..... Mrs Lisa Ramsay

**Guidance Officer (Wellbeing)** ..... Mrs Roxanne Franke

**International Coordinator** ..... Mrs Kylie Johnstone

**School Chaplain** ..... Mrs Amelia Sell

**Youth Support Coordinator** ..... Mrs Kerrie McDonald

**School Nurse** ..... Mrs Mischa Lawford

**Link and Launch Coordinator** ..... Mrs Ky Dunglison

A full list of staff contact details is available on the school's website
www.yeppoonshs.eq.edu.au/our-school

# 4. School values

We take pride in our idyllic location on the Capricorn Coast and encourage and support our students to reach for the STARS.

Modelling values for the entire school community is central to the role of the Principal, all leaders and every staff member at Yeppoon High. Our values are captured within our STARS expectations and include: SPIRIT – TEAMWORK – ACCOUNTABILITY – RESPECT – SAFETY.

# 5. International team

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

| Name | Role | Contact |
|---|---|---|
| Kylie Johnstone | International Coordinator | homestay@yeppoonshs.eq.edu.au |

**The international office is located at – F Block – phone 07 4925 1355**

# 6. Emergency contacts

## 6.1. During school hours

An emergency is a situation that may affect your health, safety or welfare. In the event of an emergency during school hours please contact any of the people below immediately.

| Person/Organisation | Contact Details |
|---|---|
| Life threatening or emergency situations (Police / Fire / Ambulance | 000 |
| 1800 QSTUDY | 1800 778 839 |
| International Coordinator | 0476 905 880 |
| State Emergency Service | 132 500<br>www.emergency.qld.qov.au/ses/ |
| Department of Immigration and Border Protection | 131 881<br>www.border.gov.au/ |

## 6.2. After school hours and on the weekends




**Your personal safety is our number one priority - 1800 QSTUDY (1800 778 839).**

**What is 1800 QSTUDY?**

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

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

This hotline helps to keep you safe and supported.

**When can I call 1800 QSTUDY?**

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

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

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

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

Find out more about the service by emailing EQInternational@qed.qld.gov.au or phoning 1800 316 540.

**Who can use 1800 QSTUDY?**

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

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

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

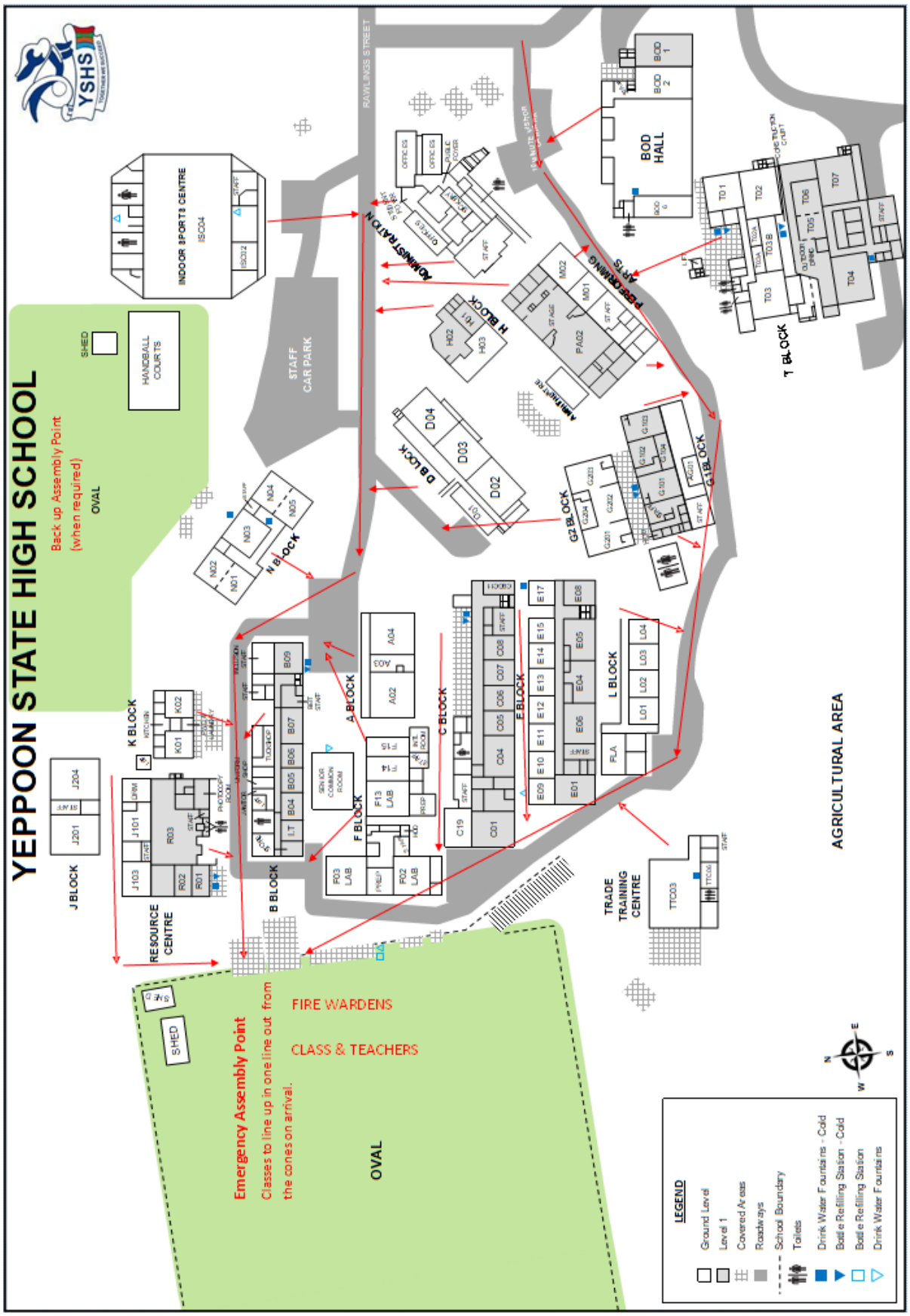
## 6.3. Critical or life-threatening situations - dial Triple Zero (000)

A critical or life-threatening situation includes:

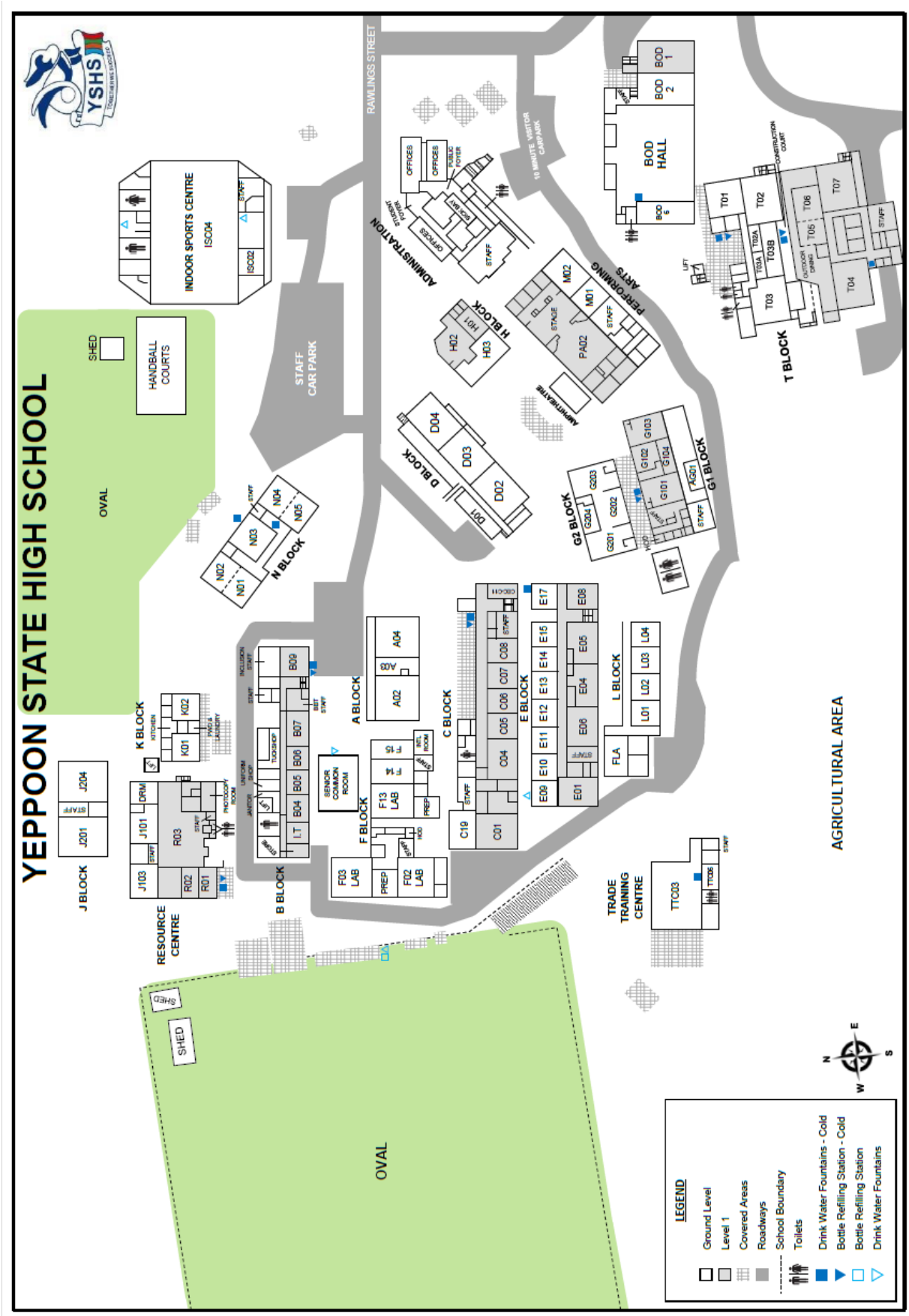
- immediate danger
- physical or sexual assault
- serious injury or illness
- student threatened with violence
- there has been a death.

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.

# 7. School emergency and lock down procedure



# 8. School map and facilities



# 9. Orientation

The Yeppoon State High School international student Orientation has been designed to:

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

## 9.1. Daily timetable

**BELL TIMES**

| Lessons | START | FINISH |
|---|---|---|
| **8.55 am – Move to Care Class Bell** | | |
| CC | 9.00 am | 9.10 am |
| 1 | 9.10 am | 10.20 am |
| 2 | 10.20 am | 11.30 am |
| 1st break | 11.30 am | 12.10 pm |
| **12.05 pm – Move to Class Bell** | | |
| 3 | 12.10 pm | 1.20 pm |
| 2nd break | 1.20 pm | 1.50 pm |
| **1.45 pm – Move to Class Bell** | | |
| 4 | 1.50 pm | 3.00 pm |

## 9.2. Orientation timetable

**Orientation Timetable Day 1**

| Time | Venue | Orientation topic |
|---|---|---|
| 8.40am-8:50 | Admin | **Welcome & Introductions:**<br>• International Coordinator<br><br>**Collect – students forms – enrolment process**<br>Visa, Passport, Enrolment, Subject Selection, Code of Behaviour, Homestay Code of Conduct |
| 9.15am | Admin | • Principal's welcome<br>• Expectations and concerns<br>• School values |
| 9.30am | Uniform shop, school grounds and international room | • Purchase uniforms from the uniform shop<br>• Photo taken for ID card<br>• Timetables handed out<br>• School tour<br>• ISP Student handbook<br>• PowerPoint orientation presentation<br><br>**Orientation topic**<br>• Staying in a Homestay<br>• Communication<br>• Homestay adjustments<br>• Local map, transport and activities<br>• Getting around<br>• Money and banking<br>• Health and safety<br>• Personal safety<br>• Medication<br>• Details of doctors and prescription<br>• Emergency services/hospital/medical<br>• Banking<br>• EQI travel policy and travel forms<br>• Transfers<br>• EQI holiday programs<br>• School excursions<br>• Shopping<br>• Community facilities<br>• Visa conditions – Attendance, course progress, behaviour<br>• Deferral, suspension and cancellation of enrolment<br>• Complaints and appeals |
| **11.30am** | **International room** | **Morning Tea** |

| | | |
|---|---|---|
| | International room | Guest Speakers – Guidance officer, head of senior school |
| | Yeppoon pool | Water safety assessment with Yeppoon Surf Life Saving Club (option 1) |
| **1.20pm** | **Year level area** | **Lunch** |
| 1.50pm | Classroom | Attend period 4 classes |
| 3:00pm | Home Time | |

**Orientation Timetable Day 2**

| **Time** | **Venue** | **Orientation topic** |
|---|---|---|
| 9.00am | International room or library | • Change of subjects – if required<br>• BYOx onboarding of laptops or IPADs - school email<br>• Questions |
| 10.20am | Yeppoon pool | Water safety assessment with Yeppoon Surf Life Saving Club (option 2) |
| 11.30am | **Year level area** | **Morning Tea** |
| 12.10pm | Classroom | Attend period 3 |
| **1.20pm** | **Year level area** | **Lunch** |
| 1.50pm | Classroom | Attend period 4 |
| 3.00pm | Home Time | |

## 9.3. Orientation handouts

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

## 9.4. Assembly

Assembly is where the students at Yeppoon State High School come together to receive important announcements, updates and information from the school Principal, school staff and students. Full school assemblies are held once a month, Monday at 9am in the Indoor

Sports Centre. Year level assemblies are also held every week at 9am in either the Performing Arts Building, BOD Hall or Indoor Sports Centre.

### 9.5. Overseas student meeting

International students meet every Monday at AM break (11.30am) in the international room in F block. The purpose of the short meeting is check in with how your studies, homestay and school life are going. At the meeting you can ask questions and share your thoughts and ideas. Your International Coordinator will also provide updates on issues relevant to your studies, school events and upcoming items of interest.

## 10. What to do when

The Yeppoon State High School Student Code of Conduct can be found on our website - https://yeppoonshs.eq.edu.au/our-school/rules-and-policies

### 10.1. Late for school or class

Students who arrive late to school are required to attend administration student reception to report their arrival and reason for being late. Students will be provided with a printed late pass to be handed to their teacher. If returning to school, students must report to administration student reception to record their presence before returning to class. Students will be issued with a returning to class pass to be handed to their teacher.

### 10.2. Leaving school during the day

A leave request from administration is required for students who need to leave the school during the school day. Parents and carers are required to phone in their leave request which includes a reason, time of departure and time of return (if applicable) before school commences at 8.50 am. The leave request allows the students to leave the classroom to meet their parents and carers in administration where they will be signed out and issued with a leave pass. Administration staff are not able to personally deliver messages throughout the day unless a critical emergency, and rely on the school's paging system to advise students during breaks if they are required to come to administration. Only persons registered on a student's account as a contact are able to collect a student from school.

### 10.3. Feeling sick or unwell

Students who are feeling sick or unwell are required to inform a teacher during class time and will be issued with a note to go to the sick bay in Administration. At break time students are required to go directly to the sick bay in Administration where a staff member will phone home if required.

### 10.4. Wanting to change subjects

All Year 7 and 8 students are rotated through the elective subjects on offer at Yeppoon State High School and therefore there are no subject changes. Students in Year 9 and 10 can select two elective subjects with an additional two backup elective subjects should the first two preferences not be available. There are no subject changes in Year 9 and 10. Subject changes are limited in Year 11 and 12 due to the nature of the Queensland Certificate of Education rule

requirements. Once a student commences Unit 3 of a course, they are not able to change subjects. This usually starts in Year 11 Term 4 for most courses.

### 10.5. Changing address or contact details

International students are to inform the International Homestay Coordinator of any change of address or contact details.

### 10.6. Wanting to see a Guidance Officer

International students are to inform the International Homestay or Student Coordinator if they require a meeting to be arranged with the school Guidance Officer.

### 10.7. Lost property

Lost property can be found at the BOD hall or administration student reception. Please ensure your child's clothing and personal items are labelled so that in the event of an item being lost, we can endeavour to return the item to your child. Students should not bring valuable personal items to school.

### 10.8. Toilet access during class time

Students are required to inform their teacher during class time if needing to go to the toilet.

## 11. Accommodation and welfare

### 11.1. 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 DHA approved guardian, 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

### 11.2. Living with a homestay family

Your homestay family plays an important part in your time in Australia. They have been carefully selected and will be eager to welcome you into their home. It may take some time for both

yourself and your homestay family to settle in, so please take the time to develop this relationship as it will play a very important part in your happiness and success.

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

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

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

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

When living in a homestay you must:

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

### 11.3. Curfews

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

| | **Sunday-Thursday** | **Friday/Saturday night (and school holidays)** |
|---|---|---|
| **Junior High School (Years 7 to 10)** | no later than 6:00pm, unless for a school-approved extra-curricular activity | no later than 9:30pm, unless for a school-approved extra-curricular activity |
| **Senior High School (Years 11 & 12)** | no later than 7:00pm, unless for a school-approved extra-curricular activity | no later than 10:30pm, unless for a school-approved extra-curricular activity |

## 12. Culture shock

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

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

Some of the signs of culture shock may 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.

### 12.1. Culture shock

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

### 12.1.1. Honeymoon period

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

### 12.1.2. Frustration/Distress period

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

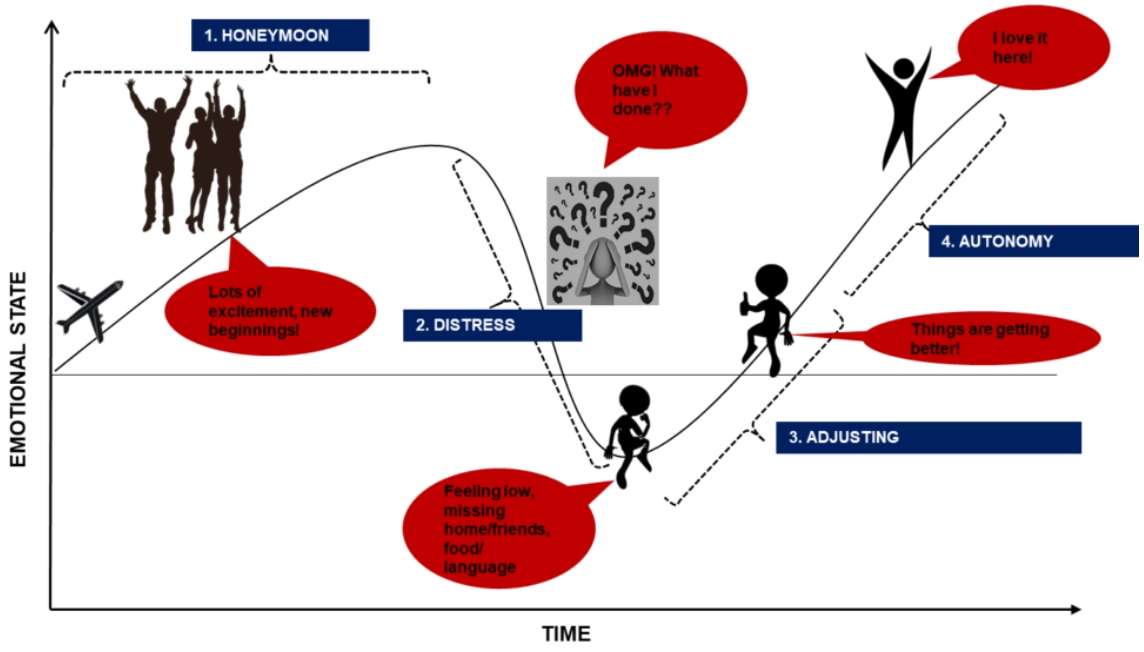
During this period students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

### 12.1.3. Adjusting period

After some time (usually 6 to 12 months), a person grows accustomed to the new culture and develops routines. During this period a person knows what to expect in most situations and the host country no longer feels very new. You will also 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.

### 12.1.4. Acceptance/Autonomy period

Individuals in the acceptance period are able to participate fully and comfortably in the host culture. Mastery does not mean total conversion; you may keep many traits from your 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.

## 12.2. Expressing emotions

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

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

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

## 12.3. Manners

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

It is important to remember the following:

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

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

# 13. 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.

# 14. 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 conditions 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

# 15. Visa conditions

## 15.1. Attendance

Yeppoon State High School's attendance policy (https://yeppoonshs.eq.edu.au/our-school/rules-and-policies) 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 Yeppoon State High School it is your responsibility to ensure that you are at school every day and that you arrive on time, ready to start class at 8.55am.

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

In the event that you are going to be absent from school, ask your homestay parent to notify the school on the day of the absence via the absentee line 07 4925 1307 or email studentabsences@yeppoonshs.eq.edu.au stating your name and class, the name of the person reporting the absence, the reason for the absence and the expected return date.

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

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

***Important information about attendance***

- Start time — first bell at 8.55am move to class
- Finish time — last bell at 3.00pm
- School absence telephone number — 07 4925 1307

### 15.1.1. At risk of failing to meet attendance requirements

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

- you are absent for three consecutive days or more and a temporary suspension of study has not been approved by us prior;
- your attendance falls to 95% - 90% of your course contact hours in a study period (semester) or
- we have other 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 requested.

If your attendance falls to 90% - 85% of your course contact hours in any semester, we will give you and your parents/legal custodians and your DHA approved guardian an *Attendance risk notification letter*.

### 15.1.2. Unsatisfactory attendance

If you do not attend at least 80% of your course contact hours, EQI will notify you in writing of their intention to report you to authorities for not maintaining 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;
- your attendance record remains above 70% and there are compassionate or compelling circumstances (if your attendance falls below 70%, EQI is required to report you to authorities and your student visa may be impacted).

If you receive a notice of EQI's intention to report you to authorities, you have the rights set out under the *Appeals Policy* section of the ISP standard terms and conditions.

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

- ISP standard terms and conditions
- Attendance - subclass 500 (schools) visa procedure
- State High School Attendance policy

## 15.2. 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 will report you to authorities and your student visa may be impacted.

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

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

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

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

### 15.2.1. Unsatisfactory course progress

Yeppoon State High School will monitor your workload and your results to ensure you complete the course on time and to assist you if you are having difficulties. The school will implement suitable intervention strategies to identify if you are at risk of not meeting course progress requirements and to notify and assist you in sufficient time for you to achieve satisfactory course progress.

### 15.2.2. Formal intervention

If you are not making satisfactory course progress, the school Principal will give you and your parents or legal custodians a *Course progress at risk notification letter*. 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.

At any point during your enrolment, where your course progress is impacted to the point that your academic outcome or pathway is no longer available, EQI will notify 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 ISP standard terms and conditions.

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

- ISP standard terms and conditions
- Course progress - subclass 500 (schools) visa procedure
- Yeppoon State High School Academic policy

## 15.3. Student code of conduct

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

The Yeppoon State High School's Student Code of Conduct is available on the school website https://yeppoonshs.eq.edu.au/our-school/rules-and-policies. 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 Yeppoon State High School's rules – student code of conduct and school policy and procedures - https://yeppoonshs.eq.edu.au/our-school/rules-and-policies

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 your enrolment. This may affect your student visa.

## 16. English as a second language or dialect (EAL/D)

International students are to inform the International Coordinator if they require support with English as a second language.

## 17. Additional study support programs

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

# Tutoring Schedule
# Yeppoon State High School

| Day | Subject/Faculty | Time | Location |
|---|---|---|---|
| Monday | Senior Business | AM break | B4 |
| Tuesday | Science | 8am – 8:45am | F13 |
| | ICT | PM break | B9 |
| | Maths | AM break | B07 |
| | SCS | PM Break | G101 |
| | 7 – 10 History + Senior Histories | 8:00am – 8:45am | G103 |
| Wednesday | ICT | PM break | B9 |
| | Japanese | 3:15pm – 4:15pm | F14 |
| | Junior and Senior Business | 3:10pm – 4pm | B04 |
| | Year 12 PE | 3:10pm – 4pm (when requested) | ISC |
| | Modern History | 8:00am – 8:45am | G103 |
| Thursday | Maths | 8am – 8:45am | C19 |
| | Senior ICT | 8am - 8:45am | R02 |
| | Digital Technologies | AM break | B9 |
| Friday | HPE | AM break | ISC |
| | | | |
| | *Technologies* | *On request* | *D/E/H/T Block* |
| | *English* | *On request* | *C block* |
| | *Performing Arts* | *On request* | *M block* |
| | *Visual Arts* | *On request* | *J block* |

## 18. Academic policy

Yeppoon State High School polices can be found on the school website - www.yeppoonshs.eq.edu.au/our-school/rules-and-policies

## 19. Legal services

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

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

For legal advice you can also contact a private solicitor or a Community Legal Centre.

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

# 20. Emergency and health services

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

## 20.1. Overseas student health cover (OSHC)

OSHC is insurance to assist overseas students meet the costs of (public) medical and hospital care that they may need while in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services are covered. Some countries reciprocal heath care arrangements or are OSHC exempt which may mean OSHC may not be not required.

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

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

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

Common advice and support OSHC providers may provide include:

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

There are currently six OSHC providers in Australia, including:

| **OSHC Provider** | **Website** |
|---|---|
| AHM OSHC (offered through Medibank Private) | https://www.ahmoshc.com.au/ |
| Allianz Care Australia | https://www.allianzcare.com.au/en/visas/student-visa-oshc.html |
| Bupa Australia | https://www.bupa.com.au/health-insurance/oshc |
| CBHS International Health | https://www.cbhsinternationalhealth.com.au/overseas-students-oshc |
| Medibank Private | https://www.medibank.com.au/overseas-health-insurance/oshc/ |
| NIB Health Fund | https://www.nib.com.au/overseas-students/ |

# 21. Medical matters

## 21.1. Health information

To help us support you, we need you to tell us everything we might need to know about your physical and mental health, including your medical history, conditions and allergies, and all medications you use so we can organise anything you might need. If you are living with a homestay provider, will may need to 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.

## 21.2. Visiting a doctor

If you need to visit a doctor, ask your homestay family to help you make the arrangements.

## 21.3. Medication

If you need to take medication while at school, the medication needs to have a pharmacy label and be handed in to administration. Your parents/guardian 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.

## 21.4. 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 refer to the ISP standard terms and conditions.

## 21.5. 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.

### 21.5.1. Mental health telephone and online contacts

**beyondblue support service**

All ages:

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

Online chat (open 3pm to 12am daily)

beyondblue website

**Kids Helpline**

Age range: 5 years old to 25 years old:

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

WebChat Counsellling (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.

# 22. Fees

## 22.1. Tuition

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

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

## 22.2. Non-tuition fees

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

### Overseas student Health Cover (OSHC)

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

More information regarding fees can be found on EQI website.

## 23. Change of school, year level, course or course duration (variation of enrolment)

You may apply to change between Queensland Government schools, change year level, course type or course duration (variation of enrolment).

Additional tuition, homestay or other non-tuition fees may apply.

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

For more detailed information please see the following documents:

- Student management procedure
- ISP standard terms and conditions
- Variation of enrolment request form

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

Before applying for a transfer to a non-government school or another institution registered under Australian law to provide education to overseas students, you should talk to your International Student Coordinator and school guidance officer and consider any relevant enrolment deadlines at other schools or institutions.

For more detailed information please see the following documents.

- Transfer procedure
- ISP standard terms and conditions
- ISP Transfer request form

## 25. 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.

# 26. Appeals

## 26.1. Internal appeal

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

- to report you for failing to maintain satisfactory attendance or course progress;
- to refuse you 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.

## 26.2. External appeal

If you are still not satisfied with the decision by EQI, 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.

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

# 27. Travel and activities

### 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 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

## 27.1. Swimming

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

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

## 27.2. 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.

### 27.2.1. Surf Life Saving Australia's 10 Surf Safety Hints

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

#### 27.2.2. Useful links

- Queensland Surf Lifesaving
- https://beachsafe.org.au/ at this link you can download their Beach Safe app.

### 27.3. Sun safe

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

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

## 28. Refund policy

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 directly with 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 your rights to take action 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

## 29. School policy and procedures

Yeppoon State High School polices can be found on the school website –

www.yeppoonshs.eq.edu.au/our-school/rules-and-policies

### 29.1. Anti-bullying policy

Please refer to the school's Student Code of Conduct - Student Code of Conduct (PDF, 3.3MB),

## 29.2. Bring your own device

In most cases your host family will provide you with internet access; however, they are not expected to provide you with your own computer. You may have to share the home computer with other members of the family. We recommend that you bring your own laptop so it is available for use at all times.

Yeppoon State High School provides a Bring Your Own Device (BYOx) Program to engage student's in digital learning. The BYOx program is compulsory for connection to the school's network and software licensing for students in Year 10, Year 11 and Year 12. Students are able to access all their textbooks electronically online. Once students have signed up for the BYOx program the International staff will assist the students to onboard their devices to the school network.

It is recommended that students in Years 7-8 have access to an iPad as their device. Students in Years 9-12 may choose an iPad or Laptop taking into consideration their subject choices and ICT needs. For more information please refer to the school website
www.yeppoonshs.eq.edu.au/curriculum/bring-your-own-device

## 29.3. Use of mobile phones

Our school mobile policy is "off and away". This means that you are **not** allowed to use your phone during school hours.

## 29.4. Uniform requirements

Yeppoon State High School is a Parents and Citizens' Association endorsed full-uniform school. The school is committed to building a proud reputation and the uniform is regarded by the school community as being important in encouraging a sense of self-esteem, belonging and self-discipline in our students. Students must be wearing the complete day or formal uniform in accordance with school routine and dress code.

The uniform has been designed in consultation with the Yeppoon State High School Parents and Citizens' Association. The uniform shop is open from 7.30 am to 9.00 am each weekday and is located near the school tuckshop. The Uniform shop is also available from 9.00 am to 2.00 pm each weekday by appointment only. Appointments can be made by phoning 4925 1316. Start of year uniform shop open times are published on the Yeppoon Parents and Citizens' Association and Yeppoon State High School Facebook page in early January. The uniform shop uses an online Flexischools ordering system. Please refer to the school website for uniform prices and information on Flexischools www.yeppoonshs.eq.edu.au/facilities/uniform-shop

Uniform prices

| | |
|---|---|
| Sports shorts (boys and girls) - $35 | Girls skirt - $37.50 |
| White shirt (boys and girls) - $42 | Polo shirt (boys and girls) - $39.50 |

Jacket – You can purchase a school jacket from our uniform shop for $65.

Long pants – You can purchase school pants from our uniform shop for $45. Most of our students wear school shorts or school skirt, even in winter.



| DAY UNIFORM | | | | |
|---|---|---|---|---|
| Can be worn by all year levels every day | **TOP** | **BOTTOM** | **SOCKS** | **SHOES** |
| | **SHIRT:** YSHS polo shirt or YSHS white button up shirt.<br><br>**JACKET:** YSHS blue stripe zip-up jacket | **SHORTS:** YSHS black school shorts<br><br>**SKIRT:** YSHS black school skirt<br><br>**TRACK PANTS:** YSHS black track pants | Plain white or plain black ankle and short socks (known as "crew" and "quarter crew".) | Fully compliant plain black footwear (upper & lower) |
| **FORMAL UNIFORM** | | | | |
| Can be worn by all year levels every day and when representing the school. | **SHIRT:** YSHS white button up shirt.<br><br>**TIE:** YSHS school tie.<br><br>**BLAZER:** YSHS school blazer | **SKIRT:** YSHS black school skirt.<br>*Black opaque stockings.<br><br>**PANTS:** Black dress trousers<br><br>**BELT:** Plain black belt with plain buckle. | Plain white or plain black ankle and short socks (known as "crew" and "quarter crew".) | As above. |
| **HATS** | As part of the Department of Education's Sun Safe Policy, students must have a hat on while playing sport or participating in outdoor activities including excursions. The reversible wide brimmed school hat is available through the Uniform Shop. The wearing of sun-screen is highly recommended and is available at all HPE classes. | | | |
| **JEWELLERY** | No facial piercings (metal or plastic) are permitted, with the exception of a small clear plastic, plain gold or silver nose stud that may be worn. YSHS is a work place and only a minimum amount of jewellery is acceptable. Students will be asked to remove excessive jewellery. If the jewellery cannot be removed, it must be taped over. | | | |
| **MAKE-UP** | Students may wear light foundation only. Students with excessive make-up will be asked to rem it. | | | |
| **HAIR** | Hair must be neat, clean, tidy and well-maintained. Long hair must be tied back in practical subjects as this is a safety requirement. Hair nets will be provided to students. | | | |

**School Shoes** – Must be all black with no second colour on them. White stripes, white ticks and white soles are not acceptable on the school shoe. All black shoes below are acceptable. BLACK DOC MARTINS AND BASKETBALL BLACK SHOES ARE NOT ACCEPTABLE FOOTWEAR.

| Approved shoes – must be black sole, black upper and black laces with no other colour | | | |
|---|---|---|---|
|  |  |  |  |
| Plain all black lace up jogger | Plain all black velcro jogger | Plain all black canvas shoe | Plain all black leather jogger |
| ✓ | ✓ | ✓ | ✓ |

**Tuckshop**

Yeppoon State High School complies with the Smart Choices – Healthy Food and Drink Supply Strategy for Queensland Schools. The tuckshop is open 8.30 am to 2.00 pm every weekday and uses an online Flexischools ordering system. All profits from the canteen are used by the Yeppoon State High School Parents and Citizens' Association to provide additional teaching aids and equipment for the school.

## 30. Banking

To open and operate a 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.

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** share 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.

## 31. Transport

There is a bus service that caters for students attending Yeppoon State High School and the surrounding areas. If you are travelling to school by bus, your host family will be able to assist you

with this.  A fare is payable at the time of travel or you can purchase a bus pass from CDC Queensland and add credit when required.  https://cdcqueensland.com.au/.

### 31.1. Transport to school

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

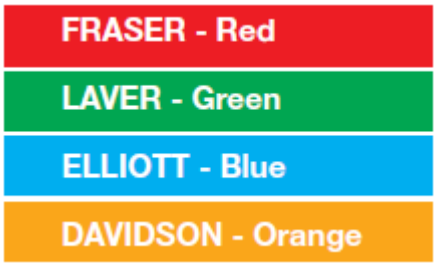
## 32. Driving

You must refer to the ISP standard terms and conditions and contact your International Student and/Homestay Coordinator for further advice and approvals required when considering:

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

## 33. School sporting house groups

There are four sporting house groups at Yeppoon State High School.




## 34. Extra-curricular activities

There will be opportunities for you to participate in school organised extra-curricular activities including sports and music. Please consider participating in extra-curricular activities. It's a great way to make Australian friends and get to know some different teachers.

## 35. 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.

## 35.1. Australian teenagers

Australian parents expect to be told where their teenagers are going, who they are going with, what they will be doing and the time they will be done. Homestay parents expect the same courtesy from their overseas student. It is extremely important that you let your homestay parents know your plans. 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 including, parties, using the computer, visiting friends and shopping.

## 35.2. Mealtimes

**Breakfast**

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

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

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

**Lunch**

It is most likely that you will 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 your Homestay Coordinator at school.

**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.

**Don't:**

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

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

## 36. 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.

## 37. Communication

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 or phone. 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.

## 38. Digital safety and cyberbullying

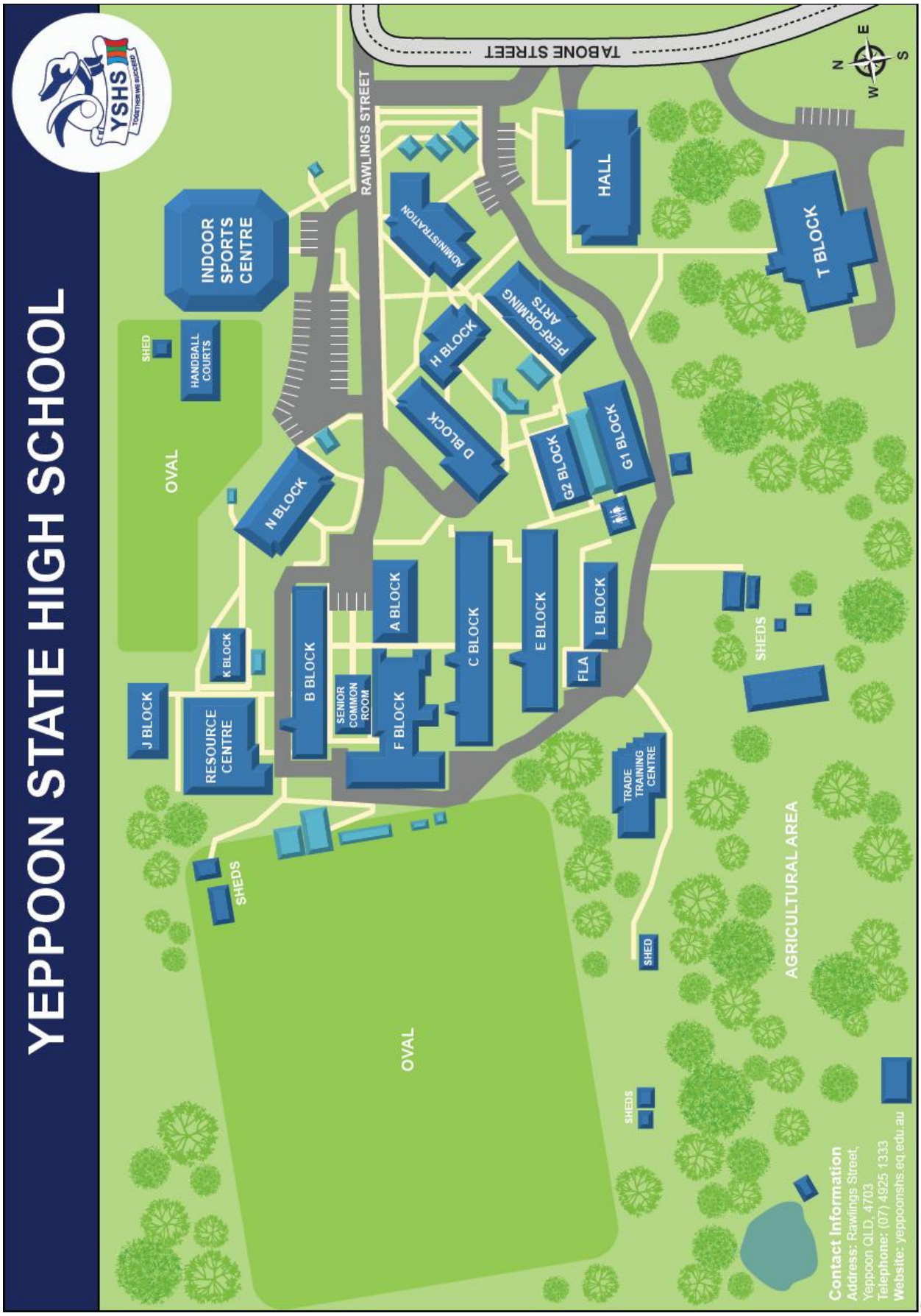
In today's connected world, it's essential to be aware of the potential risks that come with using the internet. As an international student, you may encounter unfamiliar online platforms, and understanding how to protect yourself online is vital. Always be cautious when sharing personal information 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.

## 39. 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.**

# 40. School map



# 41. School calendar

# 2027
# School calendar
# Queensland state schools

| DECEMBER 2026 | | | | | | |
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| JANUARY | | | | | | |
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| JUNE | | | | | | |
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| AUGUST | | | | | | |
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| SEPTEMBER | | | | | | |
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| OCTOBER | | | | | | |
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| NOVEMBER | | | | | | |
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| DECEMBER | | | | | | |
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| JANUARY 2028 | | | | | | |
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| 23 | 24 | 25 | 26 | 27 | 28 | 29 |

| FEBRUARY 2028 | | | | | | |
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| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | | | | |

School holidays  Public holidays  Staff professional development/student-free days

Part public holiday after 6 pm

There are 193 school days in 2027.

Semester 1, 2027 commences for staff on 21 January and for students on 27 January.

**Staff professional development days**

The fixed staff professional development days for teachers are 21 and 22 January 2027, and the flexible staff professional development days are 25 January, 8 and 9 April and 3 September 2027.

Schools are able to decide when they undertake the required hours for professional development for the flexible days, as long as they are on the flexible days, in the school holidays or out of school hours.

**Public holidays**

Queensland public holidays are set by the Minister for Industrial Relations.

Public holidays for local show days are not shown due to diversity of dates across the state.

**Final dates for student attendance**

19 November is the final date for Year 12 attendance for receipt of a Senior Statement. 26 November is the final date for student attendance in Years 10 and 11.

Some schools in regional, rural and remote areas will close for the summer holidays on 3 December.

*The information in this calendar was correct at the time of publication but may be subject to change.*

For more information and the latest version of this calendar, visit

**www.education.qld.gov.au**

DELIVERING FOR QUEENSLAND | Queensland Government

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