



International Student Handbook 2025

Contents

Principal’s welcome	4
School details	4
Administration	5
School values	6
International team	7
Emergency contacts (during school hours)	9
Emergency contacts (after school hours and on the weekends).....	9
Critical or life-threatening situations - dial Triple Zero (000).....	10
School emergency and lock down procedure.....	11
School map and facilities	19
Orientation	20
What to do when... ..	23
Accommodation and welfare	24
Living with a homestay family.....	24
Culture shock.....	25
Contact details	27
EQI Standard Terms and Conditions.....	27
Visa conditions.....	28
Same day student absence notification – flowchart.....	31
English as a Second Language or Dialect (EAL/D)	34
Additional study support programs	34
Academic policy	34
Legal services	34
Emergency and health services	35
Medical matters.....	36
Medical treatment	36
Fees.....	36
Transfer policy	37
Complaints.....	37
Appeals.....	38
External appeal	38
Travel and activities	38
Routine activities for homestay students.....	38
Non-routine activities for homestay students	38
Related documents	39
No high-risk activities.....	39

Refund policy	39
School policy and procedures	40
Bring your own device – refer to school website	40
Use of mobile phones	40
Make up and jewellery policy – refer to Dress Code brochure	40
Uniform requirements – refer to Dress Code brochure and Uniform costs	40
Transport	41
Driving	41
Sports house structure	41
School leadership opportunities	42
Australian families	43
Australian teenagers	43
Mealtimes	43
Socialising with friends	44
Expressing emotions	44
Communication	45
Manners	45
Transport to school	45
Swimming	45
Surf and beach safety	45
Road safety	47
Deferral, suspension and cancellation of enrolment	47
Critical Incidents	47

Principal's welcome

To our international students – I welcome you most sincerely.

Together with all of our staff, I plan at our great school to give you the best of education and extensive support as you navigate your way through living in a foreign country.

Our students will also welcome you. We have 43 different nationalities and 60 spoken languages at our school and so are very accustomed to embracing cultures other than our own. We understand we have much to learn from those whose home is outside Australia.

At the same time, we will promote your own capacity in using the English language. We realise you are coming to Australia to experience culture, language and learning. We understand that to serve you well, as we do with all of our students, we will expect the very best from you as a person and as a learner.

When it comes to the time where your education is finished with us, my intent is that you leave as a happy, confident and capable person who has loved your time at our school, made lifelong friends and is able to move ahead successfully in the career of your choice.

I am very pleased you have chosen us, Centenary Heights State High School, to share your journey with you.

Dan Lindenmayer

Principal

School details

Location:	60 Ramsay Street Toowoomba Qld 4350
Office hours	Monday – Friday 8:15 am – 3:45 pm
Telephone:	07 4636 7500
Absence line:	07 4636 7599
Administration email:	admin@centheigshs.eq.edu.au
International email:	international@centheigshs.eq.edu.au
Website:	www.centheigshs.eq.edu.au
Facebook:	https://www.facebook.com/CentenaryHeightsSHS/
Instagram:	https://www.instagram.com/centenaryheightsshs

Administration

Administration	Name	Telephone/contact
Principal	Dan Lindenmayer	07 4636 7500
Deputy Principals <ul style="list-style-type: none"> Year 7 Year 8 Year 9 Year 10 Year 11 Year 12 Diverse Learning 	Kathleen Hannant Tracy Priebe Amy McAleer Kathleen Hannant Tracy Priebe Kerri-Ann Frew Rachael Mayers	07 4636 7500 07 4636 7500 07 4636 7500 07 4636 7500 07 4636 7500 07 4636 7500 07 4636 7500
Financial matters		
Business Manager	Angela Brock Kerri Capewell	07 4636 7540 07 4636 7584
Student Resource Scheme	Lynette Kinivan Sue Hargreaves	07 4636 7576 07 4636 7508
Student attendance	Shantelle Watts	Text 0429 318 981 Phone 07 4636 7599
Heads of Department <ul style="list-style-type: none"> Senior Schooling Business Design Technology English Humanities Junior Secondary and Languages Mathematics Physical Education Sciences The Arts Teaching and Learning FlexiSchool 	Dave McMillan Melissa Rohde-Bidgood Gordon Collis Sarah Nolan Mary-Anne Searle-Tebbit Tim O'Connell Adrian MacDonald Amy Kramer Kym Penman Heidi Law Emily Hockins Linda Bourke	dmcmi32@eq.edu.au mrohd1@eq.edu.au gcoll26@eq.edu.au sxpac0@eq.edu.au mjsea0@eq.edu.au tocon1@eq.edu.au amcdo827@eq.edu.au akram9@eq.edu.au kpenm2@eq.edu.au hlaw38@eq.edu.au ehayn26@eq.edu.au lcbou0@eq.edu.au
Heads of Year <ul style="list-style-type: none"> Year 7 Year 8 Year 9 Year 10 Year 11 	Matt Russell Amy Kramer Emily Hockins Ben Gott Sarah Rush Melissa Rohde-Bidgood Kasey Patikura Jason Smith Gordon Collis Tori Barton Kathryn Gorton Angela Garner Louise O'Mara Tim O'Connell	mru338@eq.edu.au akram9@eq.edu.au ehayn26@eq.edu.au bgott14@eq.edu.au srush28@eq.edu.au mrohd1@eq.edu.au krose101@eq.edu.au jsmit1@eq.edu.au gcoll26@eq.edu.au tbart154@eq.edu.au kgort7@eq.edu.au agarn4@eq.edu.au lmoma0@eq.edu.au tocon1@eq.edu.au

<ul style="list-style-type: none"> • Year 12 	Dave McMillan Chris Hindmarsh	dmcmi32@eq.edu.au chind9@eq.edu.au
Student Wellbeing and Support <ul style="list-style-type: none"> • Learning Support • School Based Nurse • Guidance Officer • Guidance Officer • Guidance Officer • Psychologist 	Bec Hefron Indi Knopfler Jeremy Cox Kim Rohde Lauren Phoenix Ben Corry	bhefr1@eq.edu.au iknop0@eq.edu.au icox216@eq.edu.au kim.rohde@qed.qld.gov.au lduns16@eq.edu.au bcorr38@eq.edu.au





School values





Centenary Heights State High School aims to provide a quality education underpinned by safety, respect and learning. Within a caring and supportive environment, students undertake learning experiences intended to motivate them to progress towards full attainment of their academic potential. In recognition of the diversity of the student population, the school also offers a wide range of extra-curricular programs to enrich the social, physical and cultural development of each and every student.

Staff at Centenary Heights State High School are committed to a program of focused teaching and engaged learning. Emphasis is placed on the development of our students as people and as learners. Students are encouraged to undertake creative and divergent pathways to achieve their goals. The school embraces multicultural education leading to the provision of programs and activities celebrating diversity and promoting harmony for all students.

International team

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

Name	Role	Contact
<p>Dan Lindenmayer</p> 	<p>Principal</p>	<p>principal@centheigshs.eq.edu.au</p>
<p>Kerri-Ann Frew</p> 	<p>Deputy Principal Overseeing ISP program</p>	<p>kfrew1@eq.edu.au</p>
<p>Kathleen Hannant</p> 	<p>Deputy Principal Overseeing ISP Program</p>	<p>khann1@eq.edu.au</p>
<p>Yao Wu</p> 	<p>International Student Coordinator</p>	<p>ywu19@eq.edu.au</p>

<p>Jeremy Cox</p> 	<p>Guidance Officer</p>	<p>jcox216@eq.edu.au</p>
<p>Kim Rohde</p> 	<p>Guidance Officer</p>	<p>krohd4@eq.edu.au</p>
<p>Kirrily Scarff</p> 	<p>English as a Second Language or Dialect (EAL/D) Coordinator</p>	<p>kscar8@eq.edu.au</p>
<p>Tracey Ferguson</p> 	<p>Homestay/Study Tours Coordinator</p>	<p>tferg106@eq.edu.au</p>

The international office is located at J Block. (See the School Map on Page 19).

Emergency contacts (during school hours)

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

Name	Role	Contact
Kerri-Ann Frew	Deputy Principal Overseeing ISP	46367500
Kathleen Hannant	Deputy Principal Overseeing ISP	46367500
Yao Wu	International Student Coordinator	46367500
Tracey Ferguson	Homestay Coordinator	46367525/0429041021
	Study Tours Coordinator	46367500

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 authorized 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

What is the free call 1800 QSTUDY? 1800 QSTUDY

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

When should I use the 1800 QSTUDY service?

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

At these times:

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

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 [https://www.emergencyplus.com.au/ application](https://www.emergencyplus.com.au/application) (app) from the Apple, Google and Microsoft app stores. The **Emergency+** app helps provide critical location to emergency services.

School emergency and lock down procedure

Evacuation Response

Priority	Safety of students, staff, parents, members of the community and/or site visitors.
Reporting the emergency	<ul style="list-style-type: none"> • Contact Emergency Services immediately on 000 • Notify the Regional Director
Evacuation	Signal Continuously ringing alarm
	Procedure: <ol style="list-style-type: none"> 1. Alert Administration of Fire/Emergency that requires evacuation 2. Administration to contact Emergency Services on 000 and print ID attend rolls 3. Students and Staff are to evacuate to the school oval and assemble in PCG groups 4. Building Wardens to check buildings and report any issues 5. PCG teachers are to mark rolls and report any missing students to a Deputy Principal 6. Staff are to report to the nominated person to have their attendance taken. Any missing staff to be reported to Deputy Principal 7. Principal/Delegate to give all clear once it is safe to return to buildings
	Special considerations Students in wheel chair have a clear pathway
Evacuation assembly	Assembly area/s Top Oval
	Assembly procedure <ol style="list-style-type: none"> 1. Students assemble in PCG groups 2. Class lists/rolls are checked by PCG teacher. 3. Report all students/persons unaccounted for to the Principal (or delegate).
Evacuation clearance	<ol style="list-style-type: none"> 1. No person is to return to any area of the school until advised by the Principal/Emergency Services. 2. Assembled groups on the oval will be dismissed after being addressed by the Principal/Principal Delegate.

<p>General principles</p>	<p>Evacuation procedures will be displayed on Emergency Evacuation maps in all rooms.</p> <ol style="list-style-type: none"> 1. FIRST PRIORITY is to the safety of pupils and persons in the school. 2. ALL staff, parents and visitors are automatically involved. 3. CONTRACTORS should sign the Visitors book at the office. 4. ALL VOLUNTEERS in school should sign in the 'Volunteers' book in the classroom or in Tuckshop. 5. TUCKSHOP manager and volunteers must follow the Evacuation Procedures including bringing the sign on book. 6. PARENT HELPERS/TUTORS must follow Evacuation Procedures. 7. NO person should be placed in a position of risk. 8. EVACUATION drill will be conducted at least twice a year. Annual revision of the use of Fire Extinguishers will be conducted. 9. PRINCIPAL OR DELEGATE is responsible for ensuring the electricity is <i>turned off and that Emergency Services are contacted and given every assistance.</i>
<p>Communications</p>	<ul style="list-style-type: none"> • In the event that the Emergency Evacuation is extended the communications officer will alert parents through SMS global of the situation as approved by the Principal.
<p>Pre-arrangements</p>	<ul style="list-style-type: none"> • Site Emergency Evacuation Maps must be clearly displayed in all rooms. • Visitor sign-in registers maintained in the office or Tuckshop. • Emergency class lists kept by exit door. • Relief staff provided with Evacuation summary.

Lockdown Response

Priority	This procedure minimises access to the school environment and secures all persons in rooms.
Reporting the emergency	<ul style="list-style-type: none"> • Contact Emergency Services immediately on 000 • Notify the Regional Director
Lockdown	<p>Signal: Pulsating bell that continues for the whole time lock down is under way</p> <p>Procedure</p> <ol style="list-style-type: none"> 1. Administration doors are locked by office personnel. 2. Classroom doors are locked by teachers. 3. Access to any and all persons denied. 4. All outside activities and lessons stop immediately and students are taken to the nearest classroom. 5. Text message to be sent to staff off campus with students. 6. If a class or group are not on the school site the teacher should keep the students off-site until an all clear signal is given to return. 7. Staff not in their own classroom will remain in the building and/or room they are currently in until told it is safe to move. 8. Class lists/rolls are checked. 9. Report all students/persons unaccounted for to the principal (or delegate). 10. Students are to remain calm and silent inside classrooms out of line of sight i.e. under desks or against walls. 11. Toilet block checked by executive staff or principal (if safe to do so) to ensure all students are safely in their rooms. 12. Names of missing students should be provided to executive and front office as soon as possible. 13. Staff and students remain in their rooms until told that the school is safe.
Lockdown cancellation	<ol style="list-style-type: none"> 1. Staff and students remain in their rooms until advised by the principal that the Lockdown procedure is cancelled. 2. Three blast on the alarm is the clearance signal.
Communications	<ul style="list-style-type: none"> • If the lockdown goes for an extended time, then the communications officer will alert parents through SMS global with a principal approved message
Pre-arrangements	<ul style="list-style-type: none"> • Facilities can be locked internally. • Visitor sign-in registers maintained in the office or Tuckshop. • Relief staff provided with Lockdown summary. • Staff and students will be made aware of this signal and its meaning and importance at regular times throughout the year.

Temporary Closure Response

Priority	Safety of students, staff, parents, members of the community and/or site visitors. Staff and students must remain off-site until advised by the School Response Controller (Principal) that the school or campus is safe and available to be re-occupied and re-opened.
Decision	In accordance with CE Directive 1/2015. Consultation undertaken prior to decision to temporarily close a State School with Regional Director, Local Disaster Management Group and Advisory Group as practicable.
Reporting the closure	<ol style="list-style-type: none"> 1. Notify the Regional Director or delegate 2. Notify the local Radio Station 3. Notify staff and P&C– SMS Global text message 4. Notify school community – school website, school sms messaging 5. Notify other stakeholders
Temporary Closure	<p>Prepare</p> <ul style="list-style-type: none"> • Engage with Senior Management Team (SMT) to review Emergency Plans annually • Prepare for Temporary Closure Plan with SMT and the School's P&C • Publish plan annually with any update information or requirements <p>Respond</p> <ul style="list-style-type: none"> • Monitor the event and stay informed • Principal to instruct staff through SMS global of school closer • Maintain communications with the LDMG and RRT • Wait till safe to deploy to site for inspection • Inspect facilities/campus to identify damage. Report damage to BAS and RRT. • Assess staff status and support required • Engage Emergency Response Plan as required • Undertake Suitability Assessment for decision to re-open or not. <p>Recover</p> <ul style="list-style-type: none"> • Liaise with BAS and RRT re repair schedule • Manage and support staff welfare issues • Monitor business continuity activities <p>Special considerations</p> <p>Determine whether both campuses of the school will be required to be closed or just one. Notify staff of this decision</p>
Re-opening	<ol style="list-style-type: none"> 1. Notify the Regional Director – if unavailable advise ESMU 2. Notify all staff 3. Notify Radio Station 4. Advise P&C
General principles	<ul style="list-style-type: none"> • 'Safety before schedule' Normal school routine should recommence as soon as possible after the event and when safe to do so.
Communications	<ul style="list-style-type: none"> • The Principal informs the parents and stakeholders via the SMS Global using the established formats.

Specific emergencies-Response Procedures

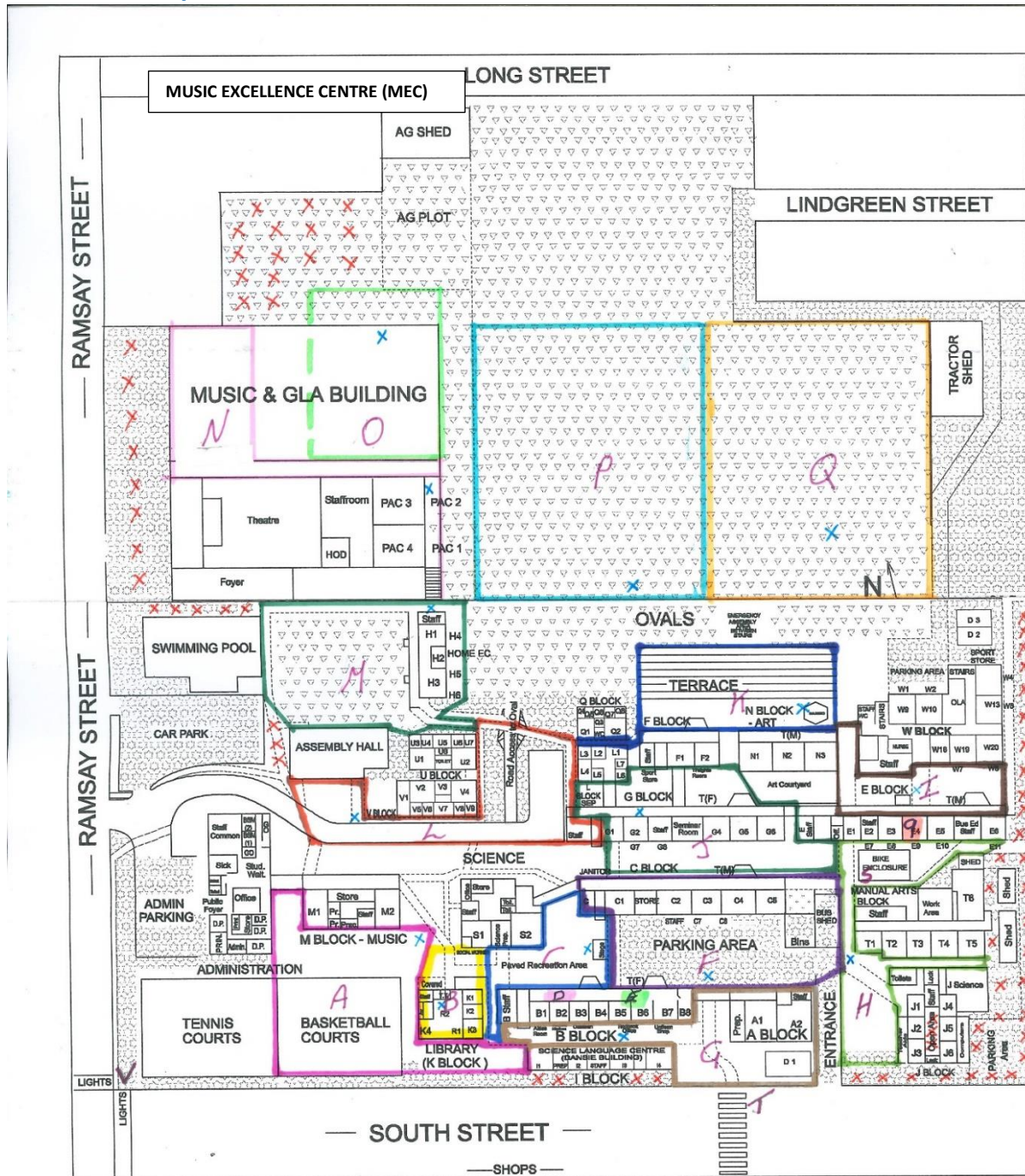
<p>Building Fire</p>	<ul style="list-style-type: none"> • Call 000 for emergency services and follow advice. • Activate the fire alarm. • Report the emergency immediately to the School Response Controller who will convene your SRT if necessary. • Extinguish the fire (only if safe to do so). • If appropriate, follow the procedure for on-site evacuation. • Evacuate to the top school oval, closing all doors and windows in the building that is being evacuated. • Check that all students, staff, visitors and contractors are accounted for. • Contact parents as required. • If the oval is not safe to evacuate to then the school is to evacuate to Lake Annand
<p>Bushfire</p>	<ul style="list-style-type: none"> • Call 000 for emergency services and follow advice. • Report the emergency immediately to the School Response Controller who will convene the SRT if necessary. • Determine appropriate response strategy (evacuate or lockdown) in consultation with emergency services, if possible. • Provide advice to Emergency services regarding any hazards within the school, eg, gas cylinder location. • If evacuation is required and time permits before you leave: <ul style="list-style-type: none"> • Make sure you close all doors and windows • Turn off power and gas. • Check that all students, staff, visitors and contractors are accounted for. • Listen to TV or local radio on battery-powered sets for bushfire/weather warnings and advice. • Contact parents as required.
<p>Major external emissions/spill (includes gas leaks)</p>	<ul style="list-style-type: none"> • Call 000 for emergency services and follow advice. • Report the emergency immediately to the School Response Controller who will convene the SRT if necessary. • Turn off gas supply. • If the gas leak is onsite, notify your gas provider.

	<ul style="list-style-type: none"> • If appropriate, follow the procedure for on-site evacuation. • Alternatively, this may need to be to an off-site location. • Check students, staff and visitors are accounted for. • Await 'all clear' advice from emergency services or further advice before resuming normal school activities. • Contact parents as required.
Intruder	<ul style="list-style-type: none"> • Call 000 for emergency services and seek and follow advice. • Report the emergency immediately to the School Response Controller. • Do not do or say anything to the person to encourage irrational behaviour. • Initiate action to restrict entry to the building if possible and confine or isolate the threat from building occupants. • Determine whether evacuation or lock-down is required. Do this in consultation with the Police where possible. • Evacuation only should be considered if safe to do so. • Contact parents as required.
Bomb or substance threat	<ul style="list-style-type: none"> • Call 000 for emergency services and seek and follow advice. • Report the threat to the School Response Controller. • Do not touch any suspicious objects found. • If a suspicious object is found or if the threat specifically identified a given area, then evacuation may be considered: • If appropriate under the circumstances, clear the area immediately within the vicinity of the object of students and staff • Ensure students and staff are not directed past the object • Ensure students and staff that have been evacuated are moved to a safe, designated location • Contact parents as required. <p>If a bomb/substance threat is received by telephone:</p> <ul style="list-style-type: none"> • Do not hang up. • If possible fill out the bomb threat checklist while you are on the phone to the caller. • Keep the person talking for as long as possible and obtain as much information as possible.

	<ul style="list-style-type: none"> • Have a co-worker call 000 for emergency services on a separate phone without alerting the caller and notify the School Response Controller. <p>If a bomb/substance threat is received by mail:</p> <ul style="list-style-type: none"> • Place the letter in a clear bag or sleeve. • Avoid any further handling of the letter or envelope or object. • Call 000 for emergency services and seek and follow advice. • Notify the School Response Controller. <p>If a bomb/substance threat is received electronically or through the school's website:</p> <ul style="list-style-type: none"> • Do not delete the message • Call 000 for emergency services and seek and follow advice • Notify the School Response Controller.
Internal emission or spill	<ul style="list-style-type: none"> • Call 000 for emergency services and seek and follow advice. • Report the emergency immediately to the School Response Controller who will convene your SRT if necessary. • Move staff and students away from the spill to a safe area and isolate the affected area. • Seek advice in regards to clean up requirements, and if safe to do so, the spill can be cleaned up by staff. Personal Protective Equipment should be worn as per the requirements of the Material Safety Data Sheet and Safety Work Procedure. • Contact parents as required.
Severe Weather event	<p><i>Sudden event during operational hours</i></p> <ul style="list-style-type: none"> • Call 000 if emergency services are needed and follow advice. • Advise the School Response Controller who will convene the SRT if necessary. • Before the storm, store or secure loose items external to the building, such as outdoor furniture and rubbish bins. • Disconnect electrical equipment – cover and/or move this equipment away from windows. • Secure windows (close curtains & blinds) and external doors. If necessary, tape windows and glass entrances. Utilise boards and sandbags if required.

	<ul style="list-style-type: none"> • Instigate a lockdown. • During the severe storm: • Remain in the building and keep away from windows • Restrict the use of telephone landlines to emergency calls only, particularly during a thunderstorm. • Report any matter concerning the safety and wellbeing of students, staff and visitors to the School Response Controller. • Listen to local radio or TV on battery-powered sets for weather warnings and advice. <p><i>Forecast imminent event (e.g. cyclone, floods)</i></p> <ul style="list-style-type: none"> • If weather warnings and advice from the State Disaster Management Group indicate that the location will be impacted by a severe weather event, the School Response Controller will follow the decision-making process to determine if the school will be temporarily closed. • The SRT will be convened. • If the school is to be temporarily closed, then all stakeholders will be advised including the Regional Director who will manage the School Closures advice. • The Temporary Closure procedure needs to be implemented. • After the event, if the school is situated in the impact zone, then Building and Asset Services (BAS) will determine if the site is safe for the School Response Controller to enter to undertake a Suitability Assessment to Re-open.
Earthquake	<ul style="list-style-type: none"> • Call 000 for emergency services and seek and follow advice. • The School Response Controller who will convene the SRT if necessary. • Evacuate to assembly area/s. • Check that all students, staff, visitors and contractors are accounted for. • Await 'all clear' advice from emergency services or further advice before resuming normal school activities. • Contact parents as required.

School map and facilities



LEGEND: Out of Bounds (which also includes 2m around the school Boundary)



Only with Teacher Supervision



Orientation

The Centenary Heights State High School Overseas student [Orientation](#) has been designed to:

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

Before you arrived in Queensland you would have been provided with a pin code to download your app: <https://eqi.com.au/agents-partners/agent-resources-and-faqs/student-support-app-resource-kit>

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

You can learn more about the app on the above link. Alternatively, you can email any questions about the app by emailing yourpassport@qed.qld.gov.au.



Daily Timetable

Daily Timetable Centenary Heights State High School		
Monday – Friday		
8:35am	Warning bell	<ul style="list-style-type: none">• Rolls are checked each lesson of the day• Be on time for all lessons, parades and PCG• Students' notices are read in PCG
8:45am – 8:55am	Pastoral Care Group (PCG)	
8:55am – 10:05am	Period 1	
10:05am – 11:15am	Period 2	
11:15am – 11:55am	First break – morning tea	
11:55am	Warning bell	
12:00pm – 1:10pm	Period 3	
1:10pm – 1:40pm	Second break - lunch	
1:40pm	Warning bell	
1:45pm – 2:55pm	Period 4	
2:55pm	School finishes	

Orientation timetable

Orientation Timetable Day 1

Date	Time	Venue	Orientation topic
Day 1	8.30am-9.00am	Library or Common Room	Welcome & Introductions: <ul style="list-style-type: none"> • International Student Coordinator • Homestay Coordinator • Student Welcome by Mentors
	9.00am – 2.55 pm		<ul style="list-style-type: none"> • Interviews with Guidance Officer commence – focus on subject selection/SET interview • Throughout the day: <ul style="list-style-type: none"> - Complete Enrolment Form - Copy Visa/Passports - Uniform purchases - School Tour • Throughout the day – Orientation Handbook: <ul style="list-style-type: none"> - Code of Conduct - Homestay Terms and Conditions - School Routines and policies - School Diary
Lunch Breaks	11.15am – 12.00 noon; 1.10pm – 1.45 pm		Mentors collect students for lunch breaks

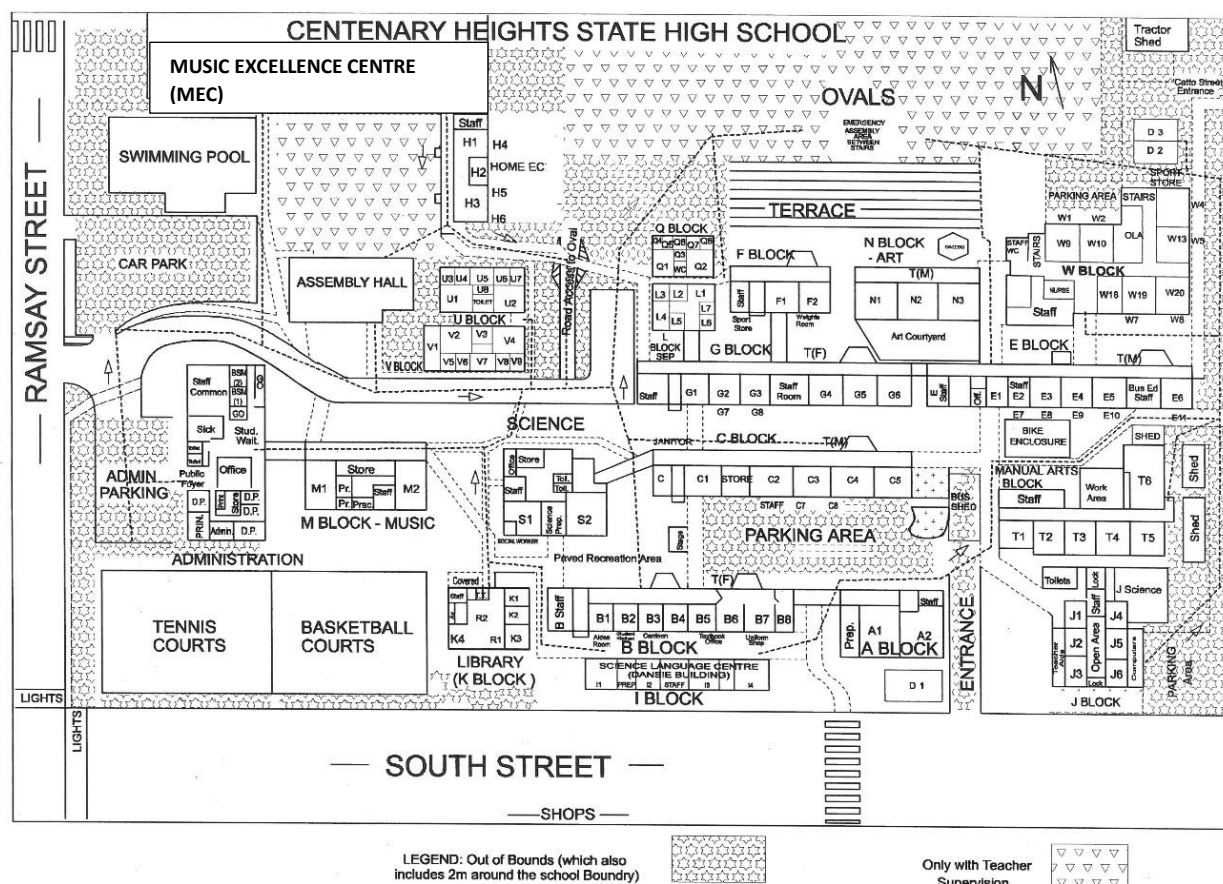
Orientation Timetable Day 2

In the event of a large number of students enrolling at the one time, Orientation will be conducted over two days with a similar timetable to Day 1.

Orientation Handouts

- International Student Handbook
- Diaries/ Student Planner
- Emergency contact details/
- Orientation Checklist

Site map



Assembly

A lesson of Pastoral Care is held on Tuesdays at Centenary Heights State High School from 12:00pm – 1.10pm either in the Assembly Hall, the PAC (Performing Arts Centre) or individual PCG rooms. Year level assemblies are held each morning, with the day for each year level rotated each term. Full school parades are held monthly, and are held in the Assembly Hall, or are live-screened to the PAC and PCG rooms.

Overseas student Meeting

Meetings are held regularly and it is usually on Tuesdays of Week 1, Week 5 and Week 10 each term, and notification is given via student notices. It is expected that all International students attend. Meetings are usually at first break, in C Block, when required. Meetings may be held to discuss excursions, hand out report cards, or discuss other issues as they arise.

What to do when...

These guidelines can help you when you are unsure about what to do at school when

You have been absent	Bring a signed note from your Homestay parent, with reasons for your absence and give it to your Pastoral Care (PCG) Teacher , or your Homestay parent may phone 4636 7599 and leave a message to explain the reason for your absence.
You have been absent or ill for 2 days or more	You are required to obtain a Medical Certificate from a doctor and present it to your PCG Teacher the same day that you return to school. *see note
If you are late for school or class	Go to the student counter with a note from your Homestay parent, collect a late slip, and show it to your next teacher
If leaving school/class early during the day	Go to the office staff with your note from your Homestay Parent or Carer and sign out
If you become ill or have an accident at school	Tell your teacher or the International Student Coordinator who will let office staff know. <i>(NB: never move a student who might have a fracture, sprain, dislocation or head injury.)</i>
If students have a question about their homestay	Talk to the Homestay Coordinator at school.
If you have a problem with school work	Talk to your class teacher or EALD teacher or Guidance Officer or Head of Year.
If you have a personal problem	Talk to you PCG Teacher or Social Worker or School Nurse or International Student Coordinator.
If you want to see Guidance officer	Talk to the Guidance Officer – you are required to make an appointment at the main Office
If you wish to change subjects	Talk to the Guidance Officer or to your year level Deputy Principal – you are required to make an appointment at the main Office.
If you have a problem with locks or lockers	Talk to your PCG Teacher or the Janitor (under C Block).
Lost property	Search all the rooms you have been to, then talk to the Janitor (his office is under C Block) or Office Staff or ask at the Textbook Office.
If you have any concerns about school subjects	Talk to the Guidance Officer.
If Homestay parents have any school related concerns	Contact the PCG teacher, subject teacher or Head of Year on 46 36 7500 and leave a message for the teacher to call you
If you are wearing any clothing which is not school uniform	Before school, bring a signed note from your Homestay parents to your PCG teacher who will refer you to the Textbook Office to change into correct school uniform.
If you want to know what your School Behaviour level is (Gold, Green, Purple or Grey) or what the requirements are for	Talk to your PCG Teacher
If you change your address or contact details	Notify staff in the Main Office as well as the ISP staff.
If you need to use the toilet during class	Ask your teacher for permission.

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

- [Standard terms and conditions](#)
- <https://eqi.com.au/Documents/tra-terms-and-conditions.pdf#search=Dha%20approved%20guardians>

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?
- 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 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.

Curfews

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

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 unfavorable events that may feel strange. Language barriers, traffic safety and food differences may heighten the sense of disconnection from the surroundings.

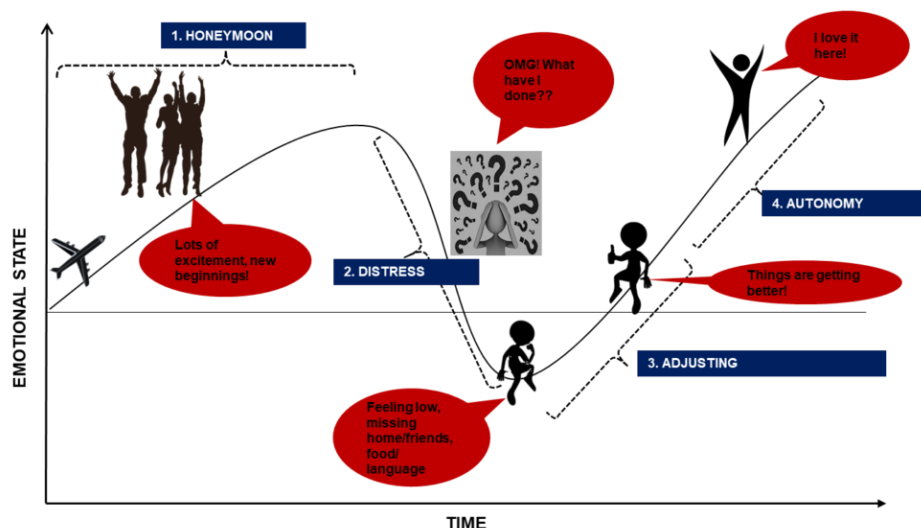
During this phase students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people, they are meetings

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 begins to accept the culture's ways with a positive attitude. The culture begins to make sense, and negative reactions and responses to the culture are reduced.

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.
- Socialize and make new friends.

It is important to remember the following:

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

Contact details

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

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

EQI Standard Terms and Conditions

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

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

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

Visa conditions

Attendance

Centenary Heights State High School'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 Centenary Heights 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 8.45am. 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 4636 7599 or SMS 0429318981 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	Sign in through the front office
School absence telephone number	4636 7599 or SMS 0429318981
Serious injury or incident process	Refer to Sections 5 and 6

How attendance is recorded at Centenary Heights State High School

1. Roll Marking:

Frequency: Rolls are marked at the beginning of the school day and at the start of every lesson in secondary schools.

Processing Absences:

Known absence explanations are processed and rolls are marked.

At CHSHS PCG & Period 1, a list of unexplained absences is generated.

Parents/carers are notified and asked for an explanation via SMS as soon as practicable each day.

Responses are actioned and recorded according to the Department's "Roll Marking in State Schools" Guidelines.

The remainder of the day's rolls are marked as lessons proceed.

2. Full Day Absences:

Recorded in accordance with the "Roll Marking in State Schools" Guidelines.

3. Part Day Absences:

Late Arrival Pass:

Issued to students arriving after 08:55 AM (e.g., attending early medical appointments, oversleeping).

Early Departure Pass:

Issued to students leaving school grounds before 02:55 PM (e.g., medical appointments, family matters).

All part-day absences are managed through the student counter in the admin office.

4. End of Day Procedures:

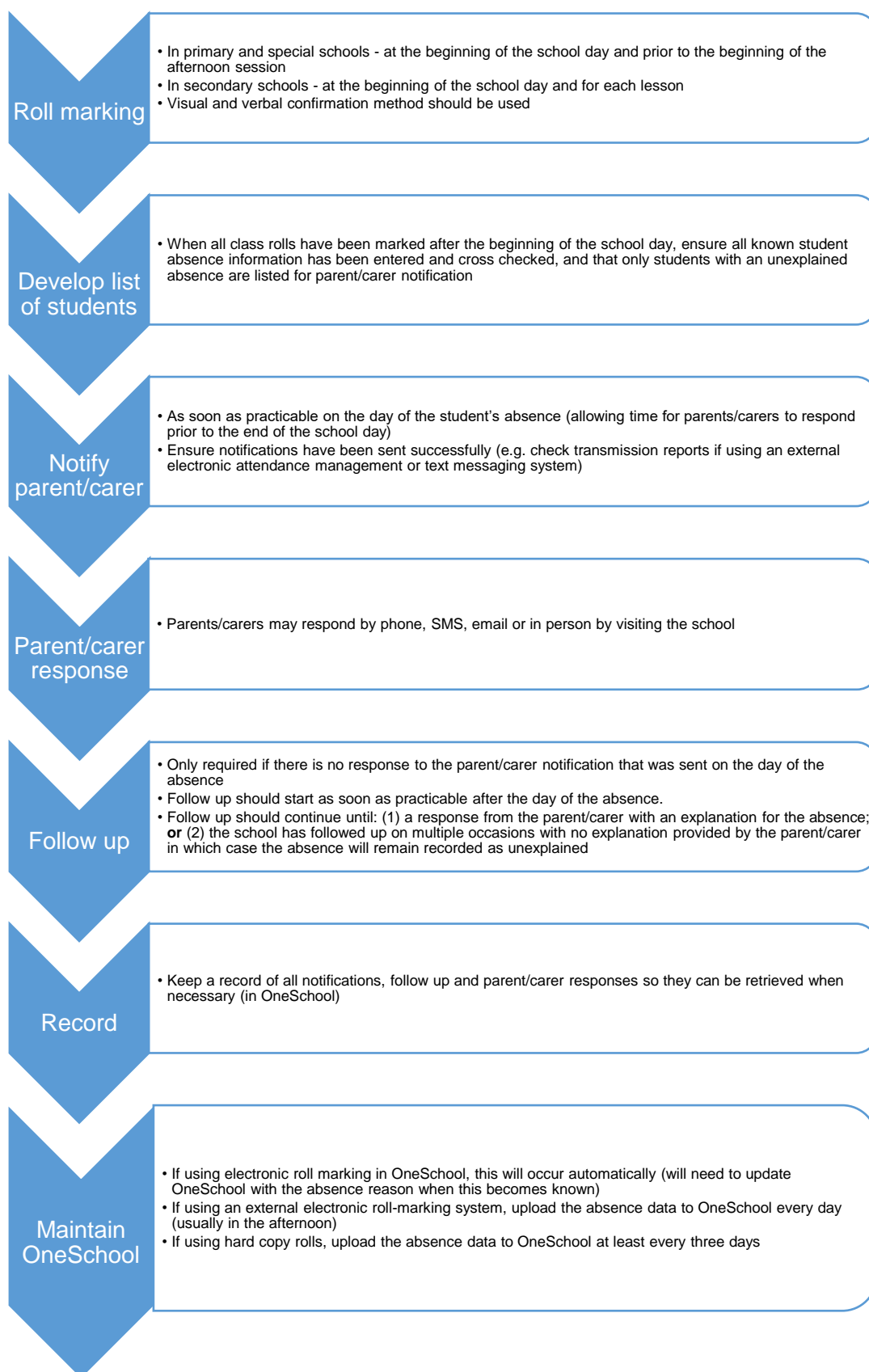
An absence export is taken from IDAttend and uploaded into OneSchool at the end of each day.

Full day absences and part day absences

Table 1 – Absence codes for full or part day absence

Type of Absence	Code	Explanatory notes
Entire day	A	Student was absent entire day.
Early (No Penalty)	E	Student left early, but within the final two hours of scheduled schooling. This will not count as an afternoon/half day absence. If the student left earlier than two hours prior to the end of the scheduled school day, this will count as an afternoon/half day absence (see “P” code).
Late (No Penalty)	L	Student arrived late, but within two hours of scheduled schooling. This will not count as a morning/half day absence. If the student arrived after the first two hours of the scheduled school day, this will count as a morning/half day absence (see “M” code).
Morning	M	Student was absent for the morning. This will count as a half day absence.
Afternoon	P	Student was absent for the afternoon. This will count as a half day absence.

Same day student absence notification – flowchart



At risk of failing to meet attendance requirements

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

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

Your International Student Coordinator will require you to meet with the school principal or delegate 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 study period (semester) , we will give you and your parents/legal custodians and your Department of Home Affairs approved guardian (DHA approved guardian) an [Attendance at risk notification letter \(DOCX, 219KB\)](#)

Unsatisfactory attendance

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

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

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

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

- [EQI Standard Terms and Conditions](#)
- [EQI Attendance – Subclass 500 \(schools\) visa procedure](#)
- Centenary Heights State High School [Attendance Policy](#)
- [Managing student absences and enforcing attendance at state schools](#)

Course progress

You must maintain satisfactory course progress for each study period as required by us and outlined in the [Entry and course requirement standards](#). Maintaining satisfactory course progress is a condition of your student visa. If your course progress is not satisfactory, EQI report it to authorities and your student visa may be cancelled. At Centenary Heights State High School, we provide written reports to you and your parents or legal custodians every semester as per the <https://education.qld.gov.au/curriculum/stages-of-schooling/p-12> available on the Queensland Department of Education website.

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

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

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

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

Unsatisfactory course progress

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

Formal intervention

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

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

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

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

- [EQI Standard Terms and Conditions](#)
- [Course progress – Subclass 500 \(schools visa procedure\)](#)
- [Centenary Heights State High School senior assessment policy](#)

Behaviour

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

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

- participate actively at school;
- take responsibility for your own behaviour and learning;
- respect other members of the school community and the school environment and property;

- cooperate with staff and others in authority; and
- comply with your Centenary Heights State High School's 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.

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

Each international student will be allocated to one line of EALD support within his or her timetable. This means that if you are a Senior student, you will be asked to select five subjects and your sixth subject will EALD support, where you can access experienced EALD staff to assist you with your learning in all of your subjects. Teacher Aides may also be assigned to specific classes to work with you and support you in those classes. At times, it will be mandated for you to attend English language Tutorial sessions during Period 4 on Tuesday afternoons – you will be expected to attend and participate. You may approach the International Student Coordinator or your EALD teacher if you would like extra support beyond what is already offered.

Additional study support programs

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

Activity	Time and Location
International Student support	Tuesday P4 and other time arranged according to students needs.
Mathematics and Science Tutorials	Monday and Thursday 3.00pm library
English Tutorials	Advertised throughout the year – usually Wednesdays after school, in the library.

Academic policy

It is important to familiarise yourself with the school's Academic Policy, which may be updated as issues arise. There is a Quick Links Document that explains the main sections of the policy, including due dates, word length, drafting and other useful aspects of completing your assessment task. The document can be found here on the [school website](#):

The full Assessment Policy is also available on the [website](#).

Legal services

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

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

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

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

Emergency and health services

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

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)	www.ahmoshc.com.au
Allianz	www.allianzassistancehealth.com.au
BUPA Australia	www.bupa.com.au/health-insurance/oshc
Medibank Private	www.medibank.com.au/overseas-health-insurance/oshc
NIB Health Funds Limited	www.nib.com.au/overseas-students

Medical matters

Health information

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

Visiting a doctor

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

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 [EQI Standard Terms and Conditions](#)

Fees

Tuition

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

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

Non-tuition fees

Some non-tuition fees may also apply for items such as school uniforms [Uniform costs](#) and non-curriculum activities. Please check with your International Student 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 at the following link: <https://eqi.com.au/study-options/fees>.

Transfer policy

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

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

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

For more detailed information please see the following documents.

- Entry and course requirements
- Standard Terms and conditions

Complaints

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

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

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

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

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

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

Appeals

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

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

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

External appeal

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

EQI will comply with any decision the Ombudsman makes.

Travel and activities

Routine activities for homestay students

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

Non-routine activities for homestay students

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

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

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

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 \(schools\) procedure](#)
- [EQI sports leisure and recreation provider procedure – Subclass 500 \(schools\) procedure](#)
- [Travel and activities request form](#)

No high-risk activities

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

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

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 take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies.

More detail regarding refunds can be accessed at:

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

School policy and procedures

Anti-bullying policy – refer to [Student Code of Conduct](#)

Bring your own device – refer to [school website](#)

Use of mobile phones

Leave your phone at home. If you bring your phone to school, as you enter the school grounds the phone will be turned off, placed in your school bag and the bag placed in your locker.

The phone is not to be used at all during the school day unless you have a medical exemption.

There will be no need to have ear pods/headphones as your phone will be turned off, so leave these at home or put them with your phone in your bag.

Lock your locker. If you have shared your combination, see Student Services and ask for a new lock.

If you have a smartwatch, ensure that you have no internet connectivity while at school by either turning your phone off or if the watch has an e-sim, placing in in flight mode.

As you leave the grounds the phone can be turned on and used.

Make up and jewellery policy – refer to [Dress Code brochure](#)

Uniform requirements – refer to [Dress Code brochure](#) and [Uniform costs](#)

The uniform shop is located in B block close to the Textbook Office.

Opening hours are:

Monday	8:00am – 12:00pm
Tuesday	8:00am – 12:00pm
Wednesday	8:00am – 12:00pm
Thursday	1:00pm – 4:30pm
Friday	CLOSED

Uniform routine

- The full Formal Uniform is required to be worn by students when representing the school, on formal occasions, for school photos and when stipulated by the Principal.
- The full Sports Uniform is required to be worn for Sport, Physical Education, Health and Recreation and may be worn by choice at any other time.
- A hat must be worn at all times (Prep to 12) when outside the classroom

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.

Transport

Buses are recognized in Australia as the safest form of Road Transport, and you can rest assured that Bus Queensland's drivers are well trained to deliver students safely to school. **Bus Queensland** details can be found on the website below or email schools@busqld.com.au

<https://www.busqld.com.au/school/>

Driving

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

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

Sports house structure

- Thompson – all student with surnames A – D. Colours - blue and gold
- Kenny – all students with surnames E – K. Colours - black and gold
- Curran – all students with surnames L – R. Colours – purple and gold
- Swartz – all students with surnames S – Z. Colours – red and gold

Upon your arrival at school, you will be allocated to a Sporting House. There are three major school sporting events during the year, where students compete to win points for their houses:

- Term 1 – Swimming Carnival
- Term 2 – Cross Country and Fun Run
- Term 3 – Athletics

While you are not required to compete in events, attendance at each Carnival is mandatory. At the end of the year, a trophy is awarded to the winning Sports House who has achieved the most points over the three Carnivals.

School leadership opportunities

A variety of leadership opportunities are available at the school, for both Junior and Senior students.

The Student Leadership Group is led by the School Captains and Vice Captains. The two School Captains and Vice Captains are nominated and by Year 11 students and interviewed by staff before they enter their final year of schooling.

The School and Vice Captains are supported by leaders to represent a variety of interests and groups across the school:

- Sports House Captains – there are two Captains for each of the four sporting houses, and two Vice Captains.
- Cross-Cultural Captain and Co-Cross-Cultural Captain– two Captains are selected to represent the diversity of students in the school, with Harmony Day being one of the major events in the school.
- Performing Arts Captain – there is one Performing Arts Captain and a Co-Captain.
- Indigenous Captains – two Captains are elected to represent the school's indigenous students.
- Student Council President and other officers – this group meets regularly and consists of representatives from every year level.
- Junior Secondary Captains – there are two Year 9 Junior Secondary Captains and two Vice Captains.

Students have opportunity to serve in a number of leadership positions across the school community.

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 teenagers

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

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

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 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 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 issues 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

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.

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.

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).

Communication

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

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

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

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

Manners

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

Transport to school

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

Swimming

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

Please also see the EQI [Non-routine travel and activities for homestay student's](#)-sub class 500 school visa procedure

Surf and beach safety

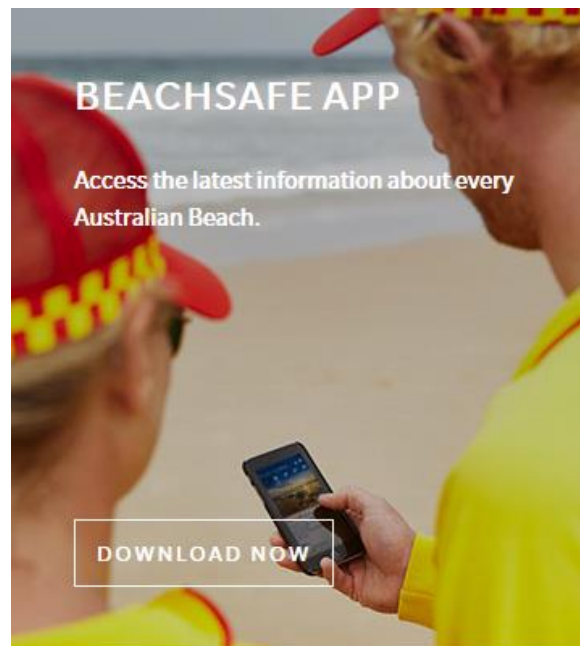
Queensland has some of the most beautiful beaches in the world. However, they can be dangerous for people who are not used to the ocean. Understanding the ocean is very important – the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself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

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/> 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.

Road safety

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

Deferral, suspension and cancellation of enrolment

You will find our deferral, suspension and cancellation policy outlined in the [standard terms and conditions](#).

EQI may approve a suspension of your enrolment if there are compassionate and compelling circumstances. This means if you cannot attend school for reasons such as illness or family responsibilities EQI will ensure that your inability to attend school will not impact your attendance requirements.

- [Suspension of enrolment — Subclass 500 \(schools\) visa procedure](#)

For information regarding deferring your enrolment prior to arrival (commencement of your course) please see [enrolment — Subclass 500 \(schools\) visa procedure](#) under the [enrolment tab](#).

<https://ppr.qed.qld.gov.au/attachment/ISP-request-to-defer-commencement.pdf>

You may cancel your enrolment at any time. Please refer to [ongoing enrolment — Subclass 500 \(schools\) visa procedure](#) under the [enrolment tab](#).

EQI may suspend or even cancel your enrolment as outlined in the [standard terms and conditions](#) of your Enrolment agreement and in accordance with the requirements of Australian law. For further information please refer to the [standard terms and conditions](#) and the relevant procedure that outlines the cancellation of enrolments — these can be found in the [attendance](#), [course progress](#) and [enrolment](#) tabs.

Critical Incidents

It is important that all school staff have a consistent understanding of how to respond in emergencies involving student behaviour that seriously endangers the student or others. This consistency ensures that appropriate actions are taken to ensure that both students and staff are kept safe.

A critical incident is defined as an occurrence that is sudden, urgent, and usually unexpected, or an occasion requiring immediate action (e.g. in the community, on the road). The aim in these situations is to bring the behaviour of the student under rapid and safe control. It is not a time to try and to punish or discipline the student; it is a crisis management period only.

Staff should follow the documented plan for any student involved in regular critical incidents, which should be saved and available for staff to review in OneSchool.

For unexpected critical incidents, staff should use basic defusing techniques:

1. Avoid escalating the problem behaviour	Avoid shouting, cornering the student, moving into the student's space, touching or grabbing the student, sudden responses, sarcasm, becoming defensive, communicating anger and frustration through body language.
2. Maintain calmness, respect and detachment	Model the behaviour you require students to adopt, stay calm and controlled, use a serious measured tone, choose your language carefully, avoid humiliating the student, be matter of fact and avoid responding emotionally.
3. Approach the student in a non-threatening manner:	Move slowly and deliberately toward the problem situation, speak privately to the student/s where possible, speak calmly and respectfully, minimise body language, keep a reasonable distance, establish eye level position, be brief, stay with the agenda, acknowledge cooperation, withdraw if the situation escalates.
4. Follow through	If the student starts displaying the appropriate behaviour briefly acknowledge their choice and re-direct other students' attention towards their usual work/activity. If the student continues with the problem behaviour, then remind them of the expected school behaviour and identify consequences of continued unacceptable behaviour.
5. Debrief	At an appropriate time when there is low risk of re-escalation, help the student to identify the sequence of events that led to the unacceptable behaviour, pinpoint decision moments during the sequence of events, evaluate decisions made, and identify acceptable decision options for future situations.