



Orientation Booklet

for

Homestay Providers

and

International Students



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Craig'slea
State High School



Our Vision is for all Craig'slea students to be active citizens in a global society

Guiding Principles

Our school is driven by the belief that active citizens in a global society are nurtured in a respectful and dynamic learning culture

Our Values



Learning

Our teaching promotes intellectual curiosity and encourages personal best



Respect

Our school community values the rights, safety and perspectives of others



Community

Our community partnerships enrich learning and the school experience

...Educating Global Citizens



Our Graduates will be:

Confident and curious learners

Active contributors to society

Honest and ethical

Respectful of the rights of diverse communities

Our Motto:

...Striving for Excellence

Welcome

to the

Craigslea State High School

Homestay Program

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

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

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

Any queries about homestay should be addressed to:

Mrs Gail Hay
International Student and Homestay Coordinator
Craigslea State High School
P O Box 87
Chermside South
Queensland 4032
Phone: 3326 5260 (from 8.00 am to 3.30 pm)
ghay15@eq.edu.au

Regular communication is the key to successful homestay provision.

Emergencies Only

If you need to contact any of the International Student Program Staff about a homestay issue outside of School hours, the on-call number is:

0466 921 824 – Gail Hay
0436 626 887 – Raelene Perrott

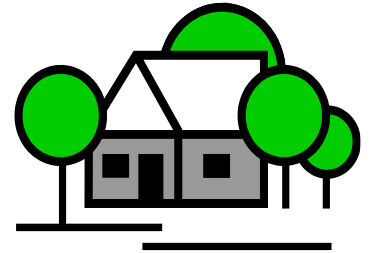
The outside of school hours emergency number is 1800 778 839.

Gail Hay, International Student Coordinator
Gail Hay and Raelene Perrott Homestay Coordinators
(may be contacted from Monday to Friday between 8.00am and 3.30pm)

What do we mean by Homestay?

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

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



Supervision

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

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

For many students it the first time you have been so far from home. You may feel a little unsure even disappointed at first. A typical reaction to this is to criticise your new surroundings and anything Australian.

It is natural to feel homesick and uncomfortable but it is very important to be polite and show respect to your homestay family and the staff at your school. Stress is not an acceptable excuse to be rude. Being rude at this time could damage your entire international experience.

One of the most important things in this program is your willingness to establish a good relationship with your homestay family and with the staff and students of the school.



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

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

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

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

Learning to Live with Another Family

Here is another challenging experience!

Every homestay is provided with an additional member to their family – an extra child to care for. International students are not just ‘another boarder’ living with a homestay family. They are caring for you as they would their own child and by doing this they are learning about your culture.

Getting to know people by living with them is very different from exchanging emails or talking to them on the telephone. Your new family may be very different to what you expected and you also may be very different to what your homestay family expected! Be honest with one another, talk about any problems that may arise.

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

Every family is different. In your own home perhaps your father is the head of the house and makes all the decisions but in your homestay it might be the opposite to that.

International students **cannot** make their own decisions about where they are going or what time they come home. Homestay parents enforce the rules. You also will be expected to respect their rules. You may be expected to help with some of the jobs around the home that is normal in an Australian home.

Your consideration to the homestay family, your teachers, classmates and friends is expected. It is your job to communicate with your family and get to know them.

Bad communication causes misunderstandings. Be a good communicator! It will make a big difference to your international experience.

Practice listening and avoid ordering or commanding people. When you are told that you cannot do something **do not** respond by saying “Oh, but it is alright because in my country we are allowed to....” You are not in your country and you are not in your parent’s home, you are expected to obey the rules.

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

Homestay Insurance

It is a requirement for our homestay families to have homestay insurance which covers international students living in their home. Some of our homestay families are insured with AIG – Homestay Host Insurance Plus www.homestayhostinsuranceplus.com. The fee for \$20M is around \$120 per year. Should you decide you insure with this Company, please enter the group provider code **QLD04**.

Please advise the school the name of your insurance company and the expiry date if you already have insurance to specifically cover international students.

Homestay Privacy

Students and homestay family's privacy must be respected at all times.

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

Student's Finances

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

Things to Remember

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

Things Students Do Not Have to Do

Go to church with your homestay family
Let your homestay family control your money
Go to a restaurant with your homestay family and pay for own meal
Homestays cannot request any money from students at any time as the homestay fee covers all expenses. Should students be requested to pay any money to the homestay, please contact the International Student Coordinator immediately.

Things You Cannot Do

Travel unauthorized
Use bad language
Avoid classes at school

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

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

Drugs - Drug laws in Australia distinguish between those who use drugs and those who supply or traffic drugs. Each State in Australia has laws governing the manufacture, possession, distribution and use of drugs illegal.

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

Basic Accommodation Requirements

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

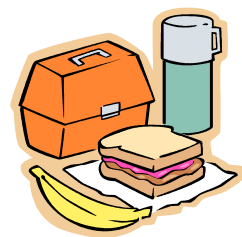
All bedrooms are recognized as a private area in the Homestay. However, house rules regarding cleanliness apply, and students are required to keep their room clean and tidy. Australian homes are usually vacuumed and dusted once a week, and at these times the homestay family will need access to the student's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

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

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

Meals

The homestay family is to provide three healthy sustaining meals each day as well as snacks at other times when required. For homestay families please remember that the new member to your family is a teenager with the possibility of a healthy, hearty appetite. **For those homestay families who are vegetarians, please remember the majority of students will not be happy with vegetarian meals.**



If there are certain foods a student does not eat or is allergic to, this should be discussed with the family on arrival. Taking your student grocery shopping is also helpful as you can show them different foods and ask them to show you what they like to eat.

Breakfast: Students must eat breakfast before leaving for school.

Lunch: Homestay families are expected to provide a substantial lunch. Please ask about the type of food preferred for lunch as many students do not like sandwiches. Microwaves are provided for International students at school. Many students prefer left over meals from the night before.

If the Homestay provider be unable to supply morning tea and lunch, they are to provide money to the student to purchase food at the school canteen. The cost for both morning tea and lunch will be approximately \$20 per day.

Dinner: Students are to be home by 6.00pm each night for Dinner.

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

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

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

Use of Homestay Facilities

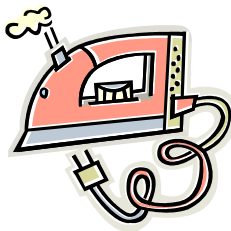
Bathroom: The amount of time spent in the bathroom should be limited. Students must be allowed to shower twice per day but please explain to students that showers are restricted to 4 minutes per shower. Students are to provide their own personal hygiene products, however homestay families are required to provide soap, hand wash and toilet tissue. The bathroom and toilet are to be kept clean and tidy.



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

Laundry: Homestay families need to explain to the student where to place clothes to be washed. The students however, may only have two uniforms that must be laundered after each wear. Students must wear clean uniforms each day and please ensure students use deodorant. **It is the homestay's responsibility to wash and iron the student's clothes.**

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



Use of appliances: Homestay families will need to teach the student the safe and correct way to use all home appliances, e.g. kettle, stove, microwave, toaster, heater etc. The best way to do this is through a practical demonstration. Students should also be shown any appliances that they are not to use.

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

Smoke Alarms: As per legal requirement, smoke alarms should be fitted in all homes.

Each family is required to discuss risk management and the functioning of smoke alarms with the students.

Curfew Times

It is a requirement of Craigslea State High School that International Students who are studying from year 7 to year 10 must be home by 6.00pm every night. This includes Friday and Saturday nights.

Only students in year's 11 and 12 can stay out a little later on Friday and Saturday nights but must be home by 10.00pm at the latest.

Students attending HSP must be home by 6pm every night.

Internet

Homestays are not required to provide internet. However, we appreciate all homestays who allow their students access to their internet. Be sure to put in place rules and restrictions regarding limits on use of any device while using your home internet. It is the homestay's responsibility to ensure their computers are covered with a firewall and antivirus protection.

Homework

International students have come to Australia to progress their education. Homework is an important aspect in achieving well at school. Homestay parents are encouraged to supervise homework study and assist where possible. However, students will have access to our EAL/D Teacher for correction of grammar etc. Please note, students' visas are issued by the Department of Immigration on the condition that students meet academic requirements. Students must also follow the school's homework policy. It is a condition of a student's visa that they must maintain satisfactory course progress - <https://eqi.com.au/for-students/policies-procedures/course-progress>

Travel Arrangements

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

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

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

Homestay families are to take note of the clothing the student is wearing and do not allow them to leave without the assurance that their phone is fully charged.

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

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

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

It is a requirement for homestay parents to drive and collect their student/s to and from the airport when they are visiting or returning to their home Country during the school holidays and Xmas period. It is also a requirement that the homestay family meet their new student at the airport on their arrival at the beginning of the program.

Students who return home during the December to January school holiday period will be paid a holding fee of \$50 per week. **The student's room is to remain the same and may not be used during the time the student is absent.**

Students are not allowed to travel independently or with other friends outside the local area at any time. A breach of this Policy may result in the deferment, suspension or cancellation of the student's enrolment in the program. Students must uphold their visa conditions while studying and living in Australia.

Routine activities

Routine activities includes travel to and from school, everyday travel with your homestay family, and normal domestic activities such as shopping, entertainment, sports, visiting friends and health care consultations. **It does not include overnight stays away from the homestay address.**

Non-routine activities

You must obtain the school's permission for all non-routine activities. **This includes non-routine travel with your homestay family such as holidays or weekend travel. (Please refer to beach safety requirements)**

In assessing your request, we will consider 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.

To request permission, please complete the travel and activities form, available on our website, and submit it to your international student coordinator.

No high-risk activities

Students must not undertake high-risk activities unless the activities are approved by school.

“High-risk activities” include any activity which inherently poses an increased risk of harm, illness or injury. It does not matter if the activity is undertaken in a controlled environment under appropriate supervision. Examples of high-risk activities are extreme sports and recreational activities with dangerous elements.

Activities Not Permitted

Participation in extreme sports and high risk activities will not be approved for any International Students. High risk activities include but are not limited to:

“Swimming (before completing a water/swimming proficiency test), **abseiling, bungee jumping, caving, canyoning, hang gliding, jet skiing, water skiing, motorcycling, mountain climbing, parachuting, parasailing, racing (other than on foot), rock and/or mountain climbing, shark-cage diving, sky diving, horse riding, trampolines, white water rafting and ocean yachting.**”

Activities - Study Tours

For those homestay families who host student on our short term Study Tours, please note the following activities are not permitted.

- Abseiling
- Rock or mountain climbing
- White water rafting
- Horse Riding
- Bungee Jumping and associated activities
- Sand Tobogganing
- Trampolines
- All water activities including all pool activities
- Underwater diving using either scuba or snorkelling equipment

Transport

Homestay providers may require students to use suitable public transport or other safe methods of travel to or from school or off-site school activities. **International Students are not to travel in a vehicle with any driver under the age of 21years of age or on a provisional license at any time. Students are only permitted to travel in a car driven by the homestay parents.**

This means student are not permitted to be a passenger in a vehicle driven by an unlicensed driver or a driver with a learner (L plate) driver’s licence. You must not be a passenger in a vehicle driven by a driver with a provisional (P plate) driver’s licence unless you have the written permission of your parents or legal custodians and the school.

You may only drive a vehicle if you obtain an Australian driver’s licence and have the approval of your natural parents. You may, with the permission of your parents or legal custodians, undertake driving lessons with a professional driving instructor if you hold a learner licence.

Cycling

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

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

Public Transport

The homestay family will show students how to catch a bus to and from school and will travel with them on the first day of school. They will also show students how to travel to the nearest shopping centre as well as Brisbane City.

Public Transport Safety

Travelling on public transport should be safe and comfortable experience. Numerous security measures have been adopted to maximize the safety of travelers including: security officers, police, guards, help points, good lighting and security cameras. Most drivers also have tow-way radios and can call for assistance.

Buses

Waiting for a bus:

- Avoid isolated bus stops
- Stand away from the curb until the bus arrives
- Don't open your purse or wallet while boarding the bus – have your money / go card already in hand
- At night, wait in well lit areas and near other people
- Check timetables to avoid long waits

Riding on the bus:

- Sit as close to the bus driver as possible
- Stay alert and be aware of the people around you
- If someone bothers you, change seats and tell the driver
- Keep your purse/wallet/packages close by your side. Check your purse/wallet if someone is jostling, crowding or pushing you
- If you see any suspicious activity, inform the driver

Trains:

Many of the same safety tips when traveling by bus apply for trains. In addition:

- Most suburban trains have security cameras installed or emergency alarms that will activate the cameras
- Try not to become isolated. If you find yourself left in a carriage on your own or with only one other person, you may feel more comfortable to move to another carriage with other people or closer to the driver.

Taxis / Uber

Travelling by taxi / Uber / ride share is generally quite a safe method of public transport. To increase your confidence when traveling by taxi, consider the following suggestions:

- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made
- Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with
- Take note the taxi company and fleet number. This will help in identifying the taxi if required
- If you don't want your home address known, stop a few houses away from your destination

If the driver harasses you when traveling in a taxi your options include:

- Ask the driver to stop
- Leave the taxi when it stops at a traffic sign or lights
- Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop
- Read out the fleet number and advise the driver you will report him/her if they don't stop

Hitchhiking

A person who waves at unknown drivers from the side of the road to request a ride with a driver further along the road is called a Hitch-hiker. Hitchhiking is illegal in Queensland.

Many crimes have been committed against innocent hitchhikers including violent person crimes and abductions. You do not know anything about the person whose car you get into.

Medical

Health information

- It is advisable to tell Doctors everything they need to know about your physical and mental health. This includes your medical history, conditions and allergies, and all medications you use, so that they can provide for your appropriate support.
- They will treat your health information confidentially but may share it with the school, your homestay provider and any health care professionals with your approval.
- If you fail to provide health information, we may determine that we are unable to approve your support or general welfare arrangements. This may affect your enrolment.

Sickness



If a student is not feeling well, it is important that the homestay family assist the student to get prompt medical attention and notify the school coordinator of the student's absence. The homestay is also required to access any necessary health related services by making appointments and accompanying the student if necessary at no additional cost to the student. **Homestay families are not to provide any medication whatsoever to international students. Students are to purchase their own medications.**

It is a requirement of the Department of Immigration that students can only be absent due to illness and they **must obtain a medical certificate** and give to the coordinator on his/her return to school. Students may need assistance in making appointments for medical, dental or hospital services and in some cases the homestay family may need to accompany the student to the appointment.

Students have the option of phoning a Home Doctor who will come to you. Please take time to look at the following video.

- Allianz Care Australia Doctors on Demand Video:
<https://www.allianzcare.com.au/en/doctors-on-demand.html>

Overseas Student Health Cover (OSHC)

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

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

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

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

(Confirmed that multi-language capability is available)

Culture Shock

Culture shock is the feeling of being out of place in an unfamiliar environment. The initial excitement of moving to a new country often subsides when different cultural expectations challenges you to attend to daily responses and behaviours previously taken for granted. The potential stress of dealing with these persistent challenges can result in feelings of hostility and frustration with your host country as well as a profound longing for home.

Overcoming Culture Shock

Once students realise they have culture shock, getting over it and moving on to better adjustment with the host culture will depend on them. It is they who must take some positive steps to feel better, and the sooner they take them, the better.

1. Students should remember that culture shock is a normal part of their adjustment. They may be more emotional or more sensitive, or lose their sense of humour.
2. Set goals to redevelop their feeling of control in their life.
3. Share their feelings with their homestay family and friends. They will be sympathetic and understanding. They can help student understand ideas from their cultural point of view.

Change of Circumstances / Homestay

Developing relationships with the international student will take time, it requires all members of the family including the student to work together to get to know each other.

If necessary, a change in homestay can only be arranged following mediation between the homestay family and the student. Quite often, there is a misunderstanding between both parties and these problems can be resolved. A change of homestay is not permitted without consulting the International Student Coordinator. If approval is given for a change, at least two weeks notice will be given or a fee will apply. However, in exceptional circumstances we reserve the right to move a student at any time without notice.

Conditions of Your Visa

Once a student is granted a visa to study in Australia they must abide by the following conditions. Failure to do so could result in the cancellation of a student's visa.

- Complete the course within the duration specified in the COE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principle education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution

The Australian Government's Department of Immigration and Citizenship provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with any application.

Please visit the [Department of Education's International Student Programs](https://www.education.gov.au/international-student-programs) website for current information.

EQI Policy on School Attendance

The Education Queensland International (EQI) policy on school attendance is set out in the Overseas students enrolled in an EQI program. ('students') **are required to attend school on every school day**. Schools will develop and implement strategies to assist students to attend school every school day. <https://eqi.com.au/for-students/policies-procedures/attendance>

Absences for students are monitored and recorded in the same manner and using the same systems as for all other state school students. However, the intervention strategies to assist students to meet school attendance requirements and the consequences for breaching school attendance requirements will be different.

This is because:

- maintaining satisfactory attendance is a condition of a student visa;
- EQI is required by law to report students who have breached attendance requirements. Schools develop and implement student-specific and circumstance-specific early intervention strategies to ensure that a student's attendance **does not fall below 80% in any school term**. If a student breaches the 80% attendance requirement, EQI may decide not to report a student to the Authorities.
- the student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes) apply; and that decision is consistent with EQI policies and procedures;
- any unexplained absences must be investigated and resolved by talking to the student and/or their parent/approved relative (the school processes and the attendance policy in the enrolment agreement should be reinforced);
- any patterns of absence (e.g. regular: late arrivals; early departures; absence from a particular class) should be identified and age appropriate strategies should be implemented (for primary school students – contact the parent/approved relative, for high school students – talk to them directly and liaise with their homestay provider/parent/ approved relative where appropriate);
- absences of 4 days or more, in any school term, require immediate action - the international student coordinator must urgently contact the student/parent/approved relative/homestay provider to discuss the reasons for the student's absence and to explain the attendance policy in the enrolment agreement.

If a student is, or is likely to be, absent for more than 4 school days due to an illness, injury or other serious event, consider whether a temporary suspension of their enrolment on [compassionate grounds](#) would be appropriate. Note: evidence will be required (e.g. a medical certificate); and the period of a suspension of enrolment will not be included in attendance monitoring calculations.

If attendance falls to 90%* in the term Tell the student and their parent/approved relative/homestay provider they must attend a meeting and bring any evidence supporting the reasons for absence (e.g. a medical certificate) to the meeting and to discuss the student's reasons for absence, EQI's attendance policy and the potential consequences for non-compliance (the student may be reported to the Commonwealth Government and the student's visa may be cancelled)

If attendance falls to 85%* in the term

- issue a warning letter;
- meet with the student and their parent/approved relative/homestay provider to discuss the student's reasons for absence, EQI's attendance policy and the potential consequences for non-compliance (the student may be reported to the Commonwealth Government and the student's visa may be cancelled);
- The international student coordinator must regularly monitor the situation, liaise with the student, relevant school staff, the Director, ISP and the parent/approved relative/homestay provider. Records of all contact and actions must be kept on the student's file (on One School).

If attendance falls below 80%* in the school term

This will apply when a student is absent for 10 full days (or equivalent hours) in any school term.] The student has not achieved satisfactory attendance. The principal or International Student Coordinator must immediately notify the Director, International Student Programs (ISP).

Students Telephones

- **Your phone must be charged!**
- **Your phone must have some credit!**
- **Your phone MUST be turned off in class!**
- **If we do not answer your call, please send us a text.**
- **When sending a text, please remember to sign your name.**
- **Answer your phone when your homestay or we call you.**
- **If you change your number, you must tell us.**

Students are to RESPECT your homestay and the people you are with when you are engaged face to face with others in conversation or at the meal table. Give them your complete attention by avoiding texting, taking calls, youtube or watching movies . If a call is important, ask permission before accepting it.

Emergency Numbers

In Australia, dial 000 from any phone for fire, police or ambulance services. 112 may also be dialled from mobile phones as this will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, "Police, Fire or Ambulance". If students are unsure of what emergency service you need, tell the operator what the emergency is. You will then be connected to the appropriate service to assist. It is advisable to tell the operator where you are, the name of the street you are in and the closest intersection if you know, what has happened and to whom. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives.

Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. Dial 000.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 not matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention and emergency transportation to hospital. Dial 000.

State Emergency Service

The State Emergency Service (SES) is an emergency and rescue service service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a FLOOD or STORM dial 132500.

Poisons Information Line

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

Emergency Translation

For translation service in an emergency situation dial **1300 655 010**

Permission to Work in Australia

International students are automatically granted permission to work a maximum of 20 hours per week while completing their course of study in Australia.

Getting a Tax File Number - You must obtain a Tax File number to be able to work in Australia. A tax file number is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week. You can also apply for your TFN online at www.ato.gov.au or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone 13 14 50.

Taxation Returns

If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using **e-tax** (free), by mailing a **paper tax return**, or by paying a **registered tax agent** to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

- Lodge online using e-tax at www.ato.gov.au
- Tax returns are lodged at the end of the Australian tax year - 1 July to 30 June

Superannuation

- If your monthly wage is more than AU\$450-00, your employer must contribute an additional sum equal to 9.5% of your wage into a superannuation account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

Laws and Safety in Australia

Obeying the Law - One of the reasons we have such a wonderful lifestyle in Australia is due to our representative democracy, the separation of powers, and our respect for the rule of law. We have a lot of laws in Australia and as a result, society runs smoothly.

In being granted a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to **respect Australian values** and **obey the laws of Australia** for the duration of your stay. Failure to comply with the laws of this land could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment. Nobody wants this to happen.

You can find a comprehensive outline of Australian law and the legal system at www.australia.gov.au

Should legal help be required at any time, speak to your school coordinator or the Guidance Officer.

Personal Safety - When you are out and about it is important to be alert and aware of your personal safety.

If you are going out at night remember:-

- Think ahead about how you are going to get home. Maybe pre book a taxi or arrange transport with a friend or family member
- Never hitch-hike
- Make sure that you stay with your party and that someone knows where you are at all times.
- Make sure you have enough money to get home or to phone
- Keep away from trouble-if you see trouble or suspect that it might be about to start - move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
- Stay in well-lit areas as much as possible
- Make eye contact with people when walking - let them know that you have noticed their presence.
- Do not respond to conversation from strangers on the street or in a car - continue walking
- Avoid using personal ipods or radios as you might not hear trouble approaching

Sexual Assault

Sexual assault is a criminal offence. It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time but certain precautions may make it more difficult for a possible perpetrator:

- Avoid lonely or dark places
- Be wary of strangers, whether they are on foot, in cars or at parties
- Be aware of the people around you
- If placed in a situation where you feel uncomfortable say **NO** loudly and with conviction

What to do if you are assaulted -

It is very difficult to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality. Your first point of contact, should be the Police, then notify your homestay and your international student coordinator.

- From a public phone or mobile phone, ring the police on 000
- Do not wash, shower or change clothes until after talking to the police and going to the hospital. You could destroy vital evidence. Don't drink alcohol or take tranquillizers or other drugs as you will have to give a clear account of what has happened. Try to remember everything you can about your attacker
- Remember, you are the victim. You have nothing to feel guilty or ashamed about.

Critical Incident

Any form of physical abusive contact as well as any serious injury or illness is considered a critical incident and must be reported to the International Student Coordinator immediately. If this occur outside of school hours call 1800778839 immediately.

Sun Safety

Australia has the highest rate of skin cancer in the world. Most people outside Australia do not realise the extreme dangers posed by the Queensland sun, including skin cancer, sunburn, dehydration and heat-related illnesses. Please teach your student to be sun safe by telling them to:-

- Minimise your time in the sun between 10am and 3pm
- Seek shade and avoid direct sun when possible
- Wear suitable clothing that provides good sun protection eg wear a long sleeve shirt.
- Choose a broad brim, legionnaire-style or bucket-style hat that will protect your face, neck and ears.
- Wear UV protective sunglasses
- Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.
- Drink plenty of water

Beach and Swimming Safety

Please note, all International Students need approval for swimming activities. 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, or even rescue others, from danger. Recognising danger signs and awareness of surf conditions is an essential part of lifesaving.

- Only swim between the red and yellow flags
- Get a friend to swim with you so you can look out for each other's safety and get help if needed.
- If you get into trouble in the water, stay calm and raise your arm to signal for help. Float with a current or rip, don't try and swim against it.
- Never swim at unpatrolled beaches

- Never swim at night
- Never run and swim into the water
- Never swim directly after a meal
- Don't run, jump or dive into shallow water
- Be aware of creatures that bit or sting, particularly jellyfish
- Practice sun safety

The Surf Environment

A rip is a strong current running out to sea. Rips are the cause of most rescues performed at beaches. A rip usually occurs when a channel forms between the shore and a sandbar, and large waves have built up water which then returns to sea, causing a drag effect. **The larger the surf the stronger the rip.** Rips are dangerous as they can carry a weak or tired swimmer out into deep water.

Identifying a Rip

The following features will alert you to the presence of a rip:

- Darker colour, indicating deeper water
- Murky brown water caused by sand stirred up off the bottom
- Smoother surface with much smaller waves, alongside white water (broken waves)
- Waves breaking further out to sea on both sides of the rip
- Debris floating out to sea
- A rippled look, when the water around is generally calm

Surf Skills

Escaping from a Rip

If you are caught in a rip:

- Don't panic - stay calm
- If you are a strong swimmer, swim at a 45 degree angle across the rip and in the same direction as the current until you reach the breaking wave zone, then return to shore.
- If you are a weak or tired swimmer, float with the current, don't fight it. Swim parallel to the shore for about 30 - 40 metres until you reach the breaking wave zone, then swim back to shore or signal for help.
- Remember to stay calm and conserve your energy

Negotiating the Surf

Before entering the surf, always make note of a landmark such as a building or headland that can be seen from the water and used as a guide for maintaining a fixed position. Also check the depth of any gutter and the height of any sandbank before diving under waves - this will help prevent spinal injury.

Waves of any size and force should not be fought against and should be negotiated by diving underneath, giving you time to reach the bottom and lie as flat as possible on the sand while the wave passes over.

Storm Safety

Storms can happen anywhere and at any time of the year. Storms are more common during storm season - from October to the end of April, but it is important to be aware all year round.

Severe storms can cause major damage. They may be accompanied by torrential rain, strong winds, large hailstones, loud thunder and lightning. Storms can cause flash flooding, unroof buildings and damage trees and powerlines. You can also be indirectly affected by storms even if your property is not damaged, such as losing power, or access roads being cut.

During a storm, there are some things you can do to stay safe.

- Stay indoors and away from windows.
- Unplug sensitive electrical devices like computers, televisions and video recorders.
- Listen to your radio for weather updates.
- Don't use a landline telephone during an electrical storm.

If you are caught outside during a storm

- Get inside a vehicle or building if possible.
- If no shelter is available, crouch down, with your feet close together and head tucked in.
- If in a group, spread out, keeping people several metres apart.

Bush Safety

In Queensland you are never really very far from bushland - whether it's a park, forest, national park or nature reserve. You should tell your student to take particular precautions for walking or exploring in Australia.

- Avoid when alerted to extreme fire danger
- Don't travel alone
- Make sure you tell someone exactly where you are going, the route you will take and the time you will be back.
- Take sun safe precautions and pack drinking water
- Stick to a walking track or road
- Read warning signs and be cautious about swimming in rivers and lakes. It is safe to swim, enter the water gradually
- Never swim in an area inhabited by crocodiles or other dangerous marine animals
- Keep your distance and do not feed wild animals.

Native Animals

Australia is home to a variety of native animals. Even if they seem friendly to you, do not touch or feed them as they are not used to close contact with humans and may hurt you.

Be wary of animals in their natural habitat. Stay well back from goannas, crocodiles, snakes, dingoes, cassowaries, and also wild pigs, cattle, horses and buffaloes. People have been seriously injured or killed by wild animals. Be very careful about approaching any injured animals, such as kangaroos or possums. They are likely to bite and scratch if you attempt to touch or move them.

Never feed or play with wildlife. Native animals are by nature timid, however, having been provided food from people, may become aggressive in pursuit of food. You may be bitten or scratched. In addition, human foods may be harmful to native animals.

In the warm waters of Tropical Queensland:

- Take care to avoid marine stingers
- Do not enter water where crocodiles may live

Bites and Stings

The majority of insects in Australia are not harmful to humans. Some insects bite and sting if they are threatened so it is best to avoid touching them if you want to avoid being stung or bitten.

Some people are allergic to certain insect bites or venom. In the case of an allergic reaction to bites or stings, medical attention should be sought immediately. Call a doctor or hospital for guidance or phone 000.

General First Aid for Bites and Stings

For bites or stings from these creatures seek first aid assistance straight away by phoning 000, stay calm, and as immobile as possible.

- All species of Australian snakes, including sea snakes.
- Funnel web spiders
- Blue ringed octopus
- Cone shell stings

For bites from spiders and snakes, it is very important not to wash or wipe the affected area. Medical staff will be able to test and identify the venom from this area and treat you accordingly.

For all other bites and stings, seek or apply basic first aid.

- Ensure that the patient's tetanus vaccination is up to date
- Apply an ice-pack to reduce local pain and swelling
- Pain relief may be required e.g. Paracetamol or/and antihistamine (to reduce swelling, redness and itch)
- The patient should seek medical advice if they develop any other symptoms or signs of infection.

Please Note: Homestay families are not to provide any medication whatsoever to international students. Students are to purchase their own medications. This includes Panadol.

Schoolies Week

Schoolies week is an official event which is drug and alcohol free. These events are held at many destinations, they include concerts, dances and parties.

If you are a school leaver and choose to be part of schoolies celebrations, the following are some good safety tips to keep in mind:

- Stay with friends and don't take chances. Remember there is safety in numbers
- Plan ahead with friends. Work out how you will share costs and how you will look out for each other.
- Book your own accommodation – don't expect that you can just stay with friends.
- Know where you are staying and how to get there.
- Stay clear of anyone who has been drinking or using drugs.
- Ask an official volunteer to walk you home if you are alone – don't walk home at night alone.
- Always keep enough money for a phone call, taxi or public transport.
- Stranger danger still exists for adults – don't accept lifts from anyone you don't know, and don't stay at a stranger's place.

IT Factsheet for Homestay

Risks associated with providing an internet connection

- Students can access unfiltered internet unless restriction/filtering software is used. Visit <http://www.sipbench.eu/> for filtering software options.
- If students engage in illegal behaviours using the homestay internet connection provided, the internet protocol (IP) address of the home internet connection will be attached to the online behaviours of the student.
- When investigations are conducted by police, this can result in the homestay provider's subscriber details being retrieved by police during their investigation of the IP address used during the illegal behaviour.
- Depending on the information provided to police of the illegal online behaviours or the evidence they obtain during a police investigation, there is the potential that the homestay provider will have some involvement with investigations due to their name being the registered subscriber of the internet connection.

Protecting information / devices

- Be sure to have anti-virus installed on every device at the homestay location
- Ensure each student has anti-virus installed on their personal devices
- Visit <https://www.staysmartonline.gov.au/> for information about anti-virus software and protecting personal information.
- Avoid storing personal information, photographs, financial information, or passwords on shared devices, or devices that the homestay student may use.
- Back up devices and important documents regularly to avoid losing data.

Safety

- For younger students, devices should be used in communal area where they can be supervised.
- For older students, encourage open and honest communication with you and be aware of the various websites that they may be using.

- Read the Online Awareness guide for parents and caregivers:
- <http://behaviour.education.qld.gov.au/SiteCollectionDocuments/cybersafety/cyberbullying-cybersafetyprintfriendlyguide.pdf>.
- Visit <http://behaviour.education.qld.gov.au/cybersafety/Pages/parents.aspx>.

To Access ALL EQI Policy and Procedures for International Students, please see

<https://eqi.com.au/for-students/policies-procedures/complaints-appeals>

1800 QSTUDY – International Student Hotline 1800 778 839

Your safety is our number one priority and we work with our industry partners to ensure you enjoy a safe and high-quality study experience.

All students studying an international program at an accredited International Student Program (ISP) school use our student support service called 1800 QSTUDY (**1800 778 839**).

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

You can call 1800 QSTUDY before 9am and after 3pm on school days, and 24 hours during weekends, public holidays and school vacations. For more information read the [1800 QSTUDY brochure for international students](#).

Who can use 1800 QSTUDY?

International students in all ISP schools use the 1800 QSTUDY service. Your school will answer any questions you have about 1800 QSTUDY. If you are a new student, this will be part of your school orientation.

For more information read the [1800 QSTUDY frequently asked questions \(FAQs\) for international students](#)

Different arrangements are in place for study tour students. Your chaperone will explain the support process that is in place for you. For further information please contact EQI on (07) 3513 5708 or StudyTours.EQI@qed.qld.gov.au.



Homestay Providers

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

.....
Name

.....
Signature

.....
Name

.....
Signature

.....
Date

International Students

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

.....
Name

.....
Signature

.....
Date