

CRAIGSLEA STATE HIGH SCHOOL



International Student Handbook

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Contents

1. Principal's welcome	5
2. School details	5
3. Administration	6
4. School values	8
5. International team	9
6. Emergency contacts	10
6.1. During school hours	10
6.2. After school hours and on the weekends	10
6.3. Critical or life-threatening situations - dial Triple Zero (000)	11
7. School emergency and lock down procedure	11
8. School map and facilities	11
9. Orientation	12
9.1. Your Passport to Queensland App	12
9.2. Daily timetable	12
9.3. Orientation timetable	13
9.4. Orientation handouts	15
9.5. Site map	15
9.6. Assembly	15
9.7. Overseas student Meeting	15
10. What to do when	15
10.1. Late for school or class	15
10.2. Leaving school during the day	16
10.3. Feeling sick or unwell	16
10.4. Wanting to change subjects	16
10.5. Changing address or contact details	16
10.6. Wanting to see a Guidance Officer	16
10.7. Lost property	16
10.8. Toilet access during class time	16
11. Accommodation and welfare	16
11.1. Care arrangements	16
11.2. Living with a homestay family	17
11.3. Curfews	18





12.	Culture shock	19
12.1.	Culture shock	19
12.1.1.	Honeymoon period	19
12.1.2.	Frustration/Distress period	19
12.1.3.	Adjusting period	19
12.1.4.	Acceptance/Autonomy period.....	20
12.2.	Expressing emotions	20
12.3.	Manners	21
13.	Contact details.....	21
14.	ISP Standard Terms and Conditions	21
15.	Visa Conditions	22
15.1.	Attendance	22
15.1.1.	At risk of failing to meet attendance requirements	22
15.1.2.	Unsatisfactory attendance	23
15.2.	Course progress.....	23
15.2.1.	Unsatisfactory course progress	23
15.2.2.	Formal intervention.....	24
15.3.	Behaviour	24
16.	English as a Second Language or Dialect (EAL/D).....	25
17.	Additional study support programs	25
18.	Academic policy	25
19.	Legal services	25
20.	Emergency and health services.....	26
20.1.	Overseas student Health Cover (OSHC)	26
21.	Medical matters	27
21.1.	Health information	27
21.2.	Visiting a doctor.....	27
21.3.	Medication.....	27
21.4.	Medical treatment.....	27
21.5.	Mental Health:	28
21.5.1.	Mental health telephone and online contacts.....	28
22.	Fees	28
22.1.	Tuition	28
22.2.	Non-tuition fees	29
23.	Change of school, year level, course or course duration (variation of enrolment)	29
24.	Transfer to a non-government school or another institution	29
25.	Complaints	29





26.	Appeals	30
26.1.	Internal appeal	30
26.2.	External appeal	30
27.	Travel and activities.....	30
27.1.	Swimming.....	31
27.2.	Surf and Beach safety	31
27.2.1.	Surf Life Saving Australia's 10 Surf Safety Hints	31
27.2.2.	Useful links.....	32
27.3.	Sun safe	32
28.	Refund policy.....	32
29.	School policy and procedures.....	33
29.1.	Diversity policy	33
29.2.	Bring your own device	33
29.3.	School network and internet policy	33
29.4.	Use of mobile phones.....	33
29.5.	Make up and jewellery policy	33
29.6.	Uniform requirements	33
30.	Banking	33
31.	Transport.....	34
31.1.	Transport to school.....	34
32.	House Structure	34
32.1.	House Groups	35
33.	Australian families	35
33.1.	Australian teenagers	35
33.2.	Mealtimes.....	35
34.	Socialising with friends	37
35.	Communication	37
36.	Digital Safety and Cyberbullying.....	37
37.	Road safety	37



1. Principal's welcome



It is with pride that I welcome you to Craigslea State High School. We are a co-educational school of approximately 1,200 students established in 1975.

Craigslea has an excellent reputation for high academic standards, with a genuine commitment among staff, students and homestay families to ensure our international students enjoy the highest quality study experience.

We are centrally located close to the city of Brisbane and situated amongst the many green spaces we call home.

We have a long-established International Student Program running for over 30 years. Our focus on global citizenship and social awareness means our international students are highly valued within our community. 100% of past international students consistently identify they would recommend our school.

Craigslea provides a world-class education where students are both challenged and supported in a well ordered, caring environment.

Experienced and highly qualified teachers work individually with students to assist them achieve the very best for their educational outcomes.

Students have the opportunity to join our award-winning Excellence programs in volleyball, music and science. We are among the best in the nation for volleyball ranking number one in beach and number two in indoor volleyball in Australia. Our music program is a consistent winner in competitions, particularly in vocals. Our science program offers students real-life experiences with industry professionals and authentic experiences, particularly in the fields of Biology, Psychology, Physics and Chemistry.

Joining Craigslea means joining a community. We welcome you to be a part of a highly successful, thriving school where global citizenship is central to our philosophy.

2. School details

Street address: 685 Hamilton Road, Chermside West, 4032 QLD

Office hours: Monday – Friday 8:30 to 16:30

Telephone: (07) 3326 5222

Absence line: (07) 3326 5285

Administration email: admin@craigsleashs.eq.edu.au

Website: <https://craigsleashs.eq.edu.au/>

Facebook (if applicable) <https://www.facebook.com/craigsleashs/>





3. Administration

Administration	Name	Telephone/contact
Executive Principal	Mr Mick Leigh	(07) 3326 5222
Principal	Mr Mick Leigh	(07) 3326 5222
Deputy Principals		
1. Year 11-12	1. Mrs Lisa MacDermott	(07) 3326 5222
2. Year 9 – 10	2. Mrs Peta Tabuteau	
3. Year 7-8	3. Mr Jamie Hunt	
Financial matters		
Business Service Manager	Mrs Samantha Jones	(07) 3326 5222
Student Resource Scheme	Mrs Leonie Bygraves	(07) 3326 5222
Student attendance	Student Absence Line	(07) 3326 5285
	Miss Mikha de Necker	0466 921 824
Heads of Department	Name:	
1. Mathematics	1. Mr Phil Freeman	(07) 3326 5222
2. Science	2. Mrs Reshniel Chandra	
3. Health and Physical Education and Sport	3. Mr Tim Walsh	
4. The Arts	4. Mrs Jenn Pedder	
5. English	5. Mrs Bronwyn Griffiths	
6. Humanities and Social Sciences	6. Mr Glenn Davies	
7. Languages, International Student Program, Global Citizenship	7. Mrs Amanda Handy	
8. Business and Digital Technologies	8. Mrs Wendy Jackson	
9. Design and Food Technologies	9. Mr Craig Grey	
10. Student Services (Junior School)	10. Mrs Stacy Wallace-Cunningham	





11. Student Services (Middle School) 12. Student Services (Senior School) 13. Education Services	11. Mrs Louise Ovalle 12. Mrs Anita Drew 13. Mrs Maddie McCabe	
Year Level Coordinators 2026	Year 7 – Ms Nic Preston Year 8 – Ms Jaime Nakahara Year 9 – Mr Jordan Hart Year 10 – Ms Hannah Wallace Year 11 – Ms Caitlin Florence Year 12 – Ms Brigid Bond	(07) 3326 5222
Student Wellbeing and Support 1. HOD Education Services 2. School Based Nurse 3. Chaplain 4. Guidance Officer	1. Ms Jacqueline Easthope 2. Eilidh Hambling 3. Ms Marlene van Luik 4. Ms Lisa Cameron	(07) 3326 5222



4. School values





5. International team

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

Name	Role	Contact
Mr Mick Leigh 	Principal	(07) 3326 5222
Ms Amanda Handy 	Head of Department and Academic Manager for ISP	(07) 3326 5222
Miss Mikha de Necker 	International Student and Homestay Coordinator	(07) 3326 5260 (Office) 0466 921 824 (Mobile)
Ms Lisa Cameron 	Guidance Officer	(07) 3326 5222

The international office is located in the International Student Centre (ISC).



6. Emergency contacts

6.1. During school hours

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

Name	Role	Contact
Miss Mikha de Necker	International Student & Homestay Coordinator	0466 921 824
Student Counter	Student Support	(07) 3326 5222
Lisa Cameron	Guidance Officer	(07) 3326 5222

6.2. After school hours and on the weekends



Your personal safety is our number one priority.

What is 1800 QSTUDY?

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

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

This hotline helps to keep you safe and supported.

When can I call 1800 QSTUDY?

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

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

How do I find out more about 1800 QSTUDY?

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

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

Who can use 1800 QSTUDY?



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

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

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

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

A critical or life-threatening situation includes:

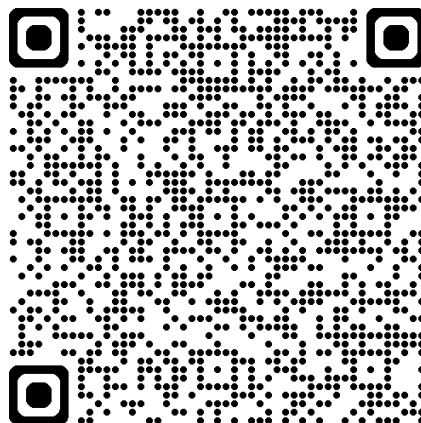
- immediate danger
- physical or sexual assault
- serious injury or illness
- student threatened with violence
- there has been a death.

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

7. School emergency and lock down procedure

The school will run several emergency fire or lockdown drills throughout the year. The procedures will be discussed during orientation.

8. School map and facilities



9. Orientation

The Craigslea State High School international student [Orientation](#) has been designed to:

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

9.1. Your Passport to Queensland App

Before you arrived in Queensland you would have been provided with a pin code to download [Your Passport to Queensland app](#).

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 at the [Your Passport to Queensland Download Instructions](#). Alternatively, you can email any questions about the app by emailing yourpassport@ged.qld.gov.au.



9.2. Daily timetable

Daily timetable at Craigslea State High School Monday - Friday	
Time	Period
8:50am	Form Class
9:00am	Period 1
10:10am	Period 2
11:20am	Morning Tea
11:50am	Period 3
1:00pm	Lunch
1:45pm	Period 4
2:55pm	School finishes



9.3. Orientation timetable

Subject to change (example only)

Orientation Timetable Day 1

7:00-8:30am	Meet all new students at school and take them to the uniform shop to purchase what is required.
9am onwards	• Write your name and mobile number on this document, so that Mikha can have it on file • Visit ICT and get email and passwords set up • Take student photos for the picture frame and group photo for black folder • Introduce students to Principal, Guidance Officer and Deputies • 1800QSTUDY number (1800 778 839): after hours emergency contact number • International student coordinator can always be contacted via text, phone call or email • Issue emergency contact card • Discuss the suburbs in which each student lives /shopping centres, movie theatres/library • Go through the following documents with the students, explain in detail and have them sign the relevant ones. 1. Craigslea's Enrolment Agreement 2. Computer Access Policy 3. Assessment Policy 4. Plagiarism Policy 5. Mobile Phones and Other Devices Acceptable Use Policy 6. Education Qld Responsible use of BYO Devices 7. Dress Code (Guidelines) 8. Responsible Behaviour Plan for Students (Student Code of Conduct) 9. Attendance Policy 10. Complaints and Appeals Procedure 11. State School Consent Form 12. Unauthorised Travel in Cars 13. School Map • Go through our Orientation booklet page by page which will cover various issues including the following. 1. Homestay / Basis Accommodation Requirements 2. Curfew Times 3. Safety 4. Travel and Activities 5. High Risk Activities 6. Public Transport / Unauthorised Travel in Cars / Cycling 7. Sickness / OSHC 8. Culture Shock 9. Visa Conditions / Policy 10. EQI Policy on School Attendance 11. Laws and Safety in Australia 12. Critical Incident 13. General First Aid • Take care when travelling alone at night. Phone your homestay to advise which bus or train you will be travelling on and what time you will arrive. Provide homestay with friend's details and mobile numbers. • Do not give personal information or homestay details to strangers • Always carry your mobile phone charged and with credit available. • Fire and water safety • Consequences in participation of Drugs and Alcohol





	• Illegal entry into Casinos and accessing illegal websites • No smoking or vaping • Do not leave the school grounds at all during the school day once you arrive at school • Communicate with homestay parents. Always tell someone where you are going, with whom and what time you will return • Be alert to your surroundings; avoid listening to devices through headphones as you may not hear trouble with approaching. • Bringing valuables to school • Explain about OSHC and how to claim doctor's bills • No driving with anyone on a provisional license (P-plates). Homestay parents only to transport students in approved vehicles • Multicultural Day / Harmony Day – An opportunity for international students to participate and show off their culinary skills • Explain that Craigslea is a multicultural school • Students to provide their own personal items such as shampoo, conditioner, tissues etc.
11.20am	Morning tea
11.50am	• You will likely start attending classes from Period 3 • Issue timetables and explain how to read them • Mrs Handy is our EAL/D teacher who will make contact with every student after arrival and will provide them with on going support in respect to their subjects • The school Guidance Officers are available for all international students • The IT staff are available each day when needed • Issue textbooks and planner • Tour of school (show toilets, canteen, hall, nurse's office etc)
1.00pm	Lunch
1:45pm	• Take students to class / introduce them to teachers
Additional information	• Discuss any concerns • Meet students and take to all classes during the day to meet teachers. • Evacuation and lock down procedures • Discuss subjects again • Advise students I am available every day if they need to speak with me about anything. I am accessible to students in my office before classes begin and after classes finish during the day. • Advise students of the benefits in accessing our Guidance Officer, school nurse and Chaplain at school. • EQI Policies re attendance and behaviour • EQI holiday programs • International Excursions • Discuss at length our Travel Policy • Explain about our Volleyball program • Explain the music after school programs • Visa conditions





9.4. Orientation handouts

- International Student Handbook
- Homestay booklet (if applicable)
- Email and phone list
- Overseas Student Health Cover cards/details (unless already received)
- Emergency contact details (1800QSTUDY cards)
- Orientation evaluation
- School map
- Timetable (if available)
- Uniform price list and Uniform policy

9.5. Site map

Craigslea State High School's site map can be found [here](#) (hardcopy given as part of Orientation booklet).

9.6. Assembly

Assembly is where the students at Craigslea State High School come together to receive important announcements, updates and information from the school Principal, school staff and students. Assembly is held on Wednesdays from 12pm to 1pm in the Hall (unless told otherwise). Craigslea State High School sometimes holds whole school assemblies and other times you will be with your year level in smaller groups. Assembly attendance is mandatory.

9.7. Overseas student Meeting

International students have formal meetings multiples time each term in the international student centre. The times and dates of these meetings will be communicated to students in advance. The purpose of the short meeting is check in with how your studies, homestay and school life are going. At the meeting you can ask questions and share your thoughts and ideas. Your International Student Coordinator/Homestay coordinator will also provide updates on issues relevant to your studies, school events and upcoming items of interest. The international student coordinator will check in with you individually every week.

10. What to do when

10.1. Late for school or class

If you are running late to school or class, you need to text Miss Mikha. Once you arrive at school, you need to go to the student counter immediately to sign in. The student counter will give you a receipt, which will display the time that you have signed in. After you signed in, you need to go to class immediately. Show the receipt to your teacher.





10.2. Leaving school during the day

If you are unwell or need to leave school for any reason, come speak to Miss Mikha in the international student centre. Miss Mikha will contact your homestay family to see if they give permission for you to leave school and whether they can pick you up. If your reason is valid, you will go to the student counter to sign out.

10.3. Feeling sick or unwell

If you are unwell in the morning before school, ask your homestay parent or guardian to contact Miss Mikha and provide the reason for being absent. If you are unwell at school, come to the international student centre to speak with Miss Mikha. Explain which symptoms you are experiencing. If you are unwell, Miss Mikha will contact your homestay family to ask whether you can go home. Remember, every absence counts (including individual lessons).

10.4. Wanting to change subjects

You will need to speak with Ms Amanda Handy about all subject changes.

10.5. Changing address or contact details

If any of your details (contact number, home address etc) changes, you must inform Miss Mikha immediately. Miss Mikha will update your information on the school's system and in her phone. Remember, as an international student you must be contactable at all times.

10.6. Wanting to see a Guidance Officer

You can speak to Miss Mikha, who can help you to organise a meeting. Alternatively, you can also email Ms Cameron at lcame13@eq.edu.au.

10.7. Lost property

If you have lost any of your belongings, go to the student counter and ask the lady if you can go through the "Lost and Found" box. However, there is unfortunately not always a guarantee that your items have been handed in. It is best practice not to bring unnecessary personal items to school. Laptops and phones need to be in your backpack at all times, unless you are using your laptop/iPad for school purposes.

10.8. Toilet access during class time

If you need to use the bathroom during class time, raise your hand and ask your teacher, "Miss/Mister, may I please go to the bathroom". The teacher will then give you an answer. Remember, use your break times to go to the bathroom to avoid missing important work during class times.

11. Accommodation and welfare

11.1. Care arrangements

While studying you must live with:

- a parent, legal custodian or Department of Home Affairs (DHA) approved guardian; or





- an approved homestay provider, if you are enrolled in high school

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

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

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

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

11.2. Living with a homestay family

Your homestay family plays an important part in your time in Australia. They have been carefully selected and will be eager to welcome you into their home. It may take some time for both yourself and your homestay family to settle in, so please take the time to develop this relationship as it will play a very important part in your happiness and success.

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

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

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

The way of life in Australia may be different from how you live in your country. Expectations and the degree of independence may differ and your homestay family will try to understand these differences. You also need to try and understand the differences





so that you all have a good homestay experience. If you feel you are being asked to do too much or that rules are unreasonable in your homestay, talk to the International Student Coordinator/Homestay coordinator, who will discuss your concerns with the family.

When living in a homestay you must:

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

If you fail to meet these standards, we may consider your conduct to be unsatisfactory behaviour and may cancel or suspend your enrolment, or we may withdraw approval of your welfare arrangements. This may affect your student visa.

If you want to live with a different homestay provider, you should talk to the Homestay Coordinator and the school Guidance Officer. We will not approve new homestay arrangements within the first four weeks of your stay unless there are exceptional circumstances.

If we are required to move you to a different homestay, we will generally give you at least two weeks' written notice. In exceptional circumstances (for example, if we are concerned about your safety), we may move you immediately.

If your homestay provider is temporarily unable to provide homestay for you, we will arrange for you to be temporarily placed with another homestay provider.

11.3. Curfews

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

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

If you or your homestay family require approval for adjustments or additional information on implementing these curfews, please contact Miss Mikha de Necker (ISC).



12. Culture shock

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

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

Some of the signs of culture shock may include:

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

12.1. Culture shock

Culture shock can be described as consisting of at least one of four distinct periods: Honeymoon period; [Frustration/Distress period](#), [Adjusting period](#), and [Acceptance/Autonomy period](#).

12.1.1. Honeymoon period

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

12.1.2. Frustration/Distress period

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

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

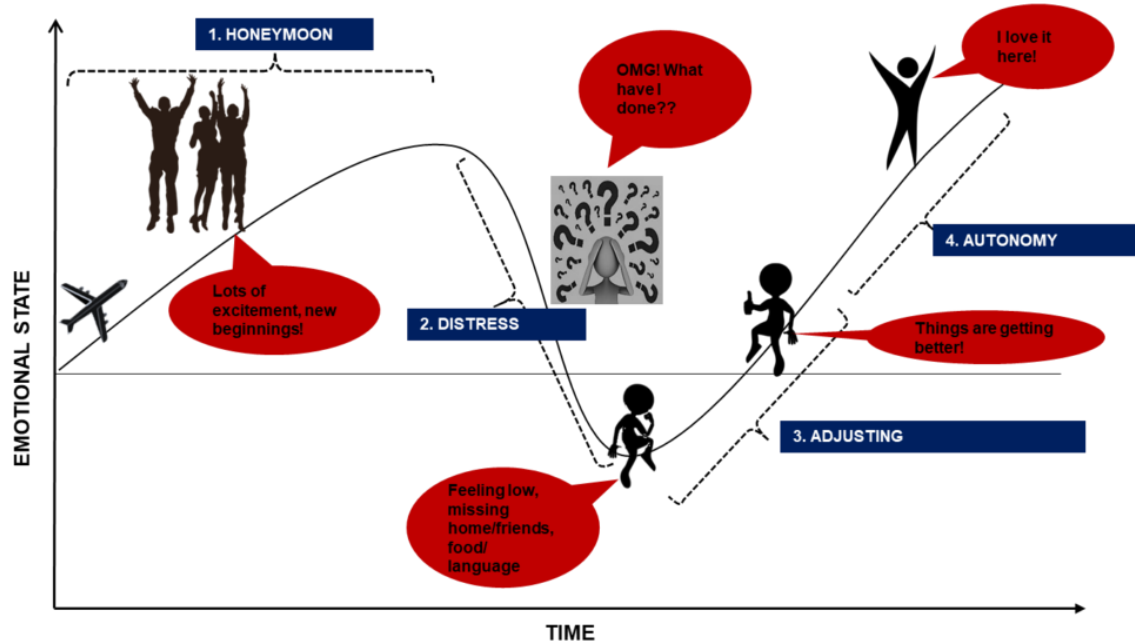
12.1.3. Adjusting period

After some time (usually 6 to 12 months), a person grows accustomed to the new culture and develops routines. During this period a person knows what to expect in most situations and the host country no longer feels very new. You will also develop problem-solving skills for dealing with the culture and begin to accept the culture's

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

12.1.4. Acceptance/Autonomy period

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



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

- be patient with yourself as culture shock is a normal reaction to a changed environment
- talk about how you are feeling with your host family, friends or a member of the international team
- keep in contact with your loved ones back home
- socialise and make new friends.

12.2. Expressing emotions

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

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

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



12.3. Manners

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

It is important to remember the following:

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

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

13. Contact details

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

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

14. ISP Standard Terms and Conditions

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

If you have not read the standard terms and conditions, please do so. The standard terms and conditions are available in the following languages:

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



15. Visa Conditions

15.1. Attendance

Craigieburn 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 Craigieburn 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 8:50am.

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 or guardian to notify the school on the day of the absence via the absentee line (07) 3326 5285 stating your name and class, the name of the person reporting the absence, the reason for the absence and the expected return date.

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

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

Important information about attendance

- | | |
|---------------------------------------|--------------------------------|
| • Start and finish times | 8:50am – 2:55pm |
| • Late arrival process | Present at the student counter |
| • School absence telephone number | (07) 3326 5285 |
| • Serious, injury or incident process | Call Miss Mikha de Necker |

15.1.1. At risk of failing to meet attendance requirements

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

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

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

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



15.1.2. Unsatisfactory attendance

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

- you provide evidence of compassionate or compelling circumstances explaining your absences;
- EQI are satisfied that, in all the circumstances, it is reasonable not to report you;
- your attendance record remains above 70% and there are compassionate or compelling circumstances (if your attendance falls below 70%, EQI is required to report you to authorities and your student visa may be impacted).

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

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

- [ISP standard terms and conditions](#)
- [Attendance - subclass 500 \(schools\) visa procedure](#)
- [Craigslea State High School Attendance Policy](#)

15.2. Course progress

You must maintain satisfactory course progress for each study period as required by us and outlined in the [Entry and course requirement standards](#). Maintaining satisfactory course progress is a condition of your student visa. If your course progress is not satisfactory, EQI will report you to authorities and your student visa may be impacted.

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

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

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

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

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

15.2.1. Unsatisfactory course progress

Craigslea State High School will monitor your workload and your results to ensure you complete the course on time and to assist you if you are having difficulties. The school will implement suitable intervention strategies to identify if you are at risk of not meeting





course progress requirements and to notify and assist you in sufficient time for you to achieve satisfactory course progress.

15.2.2. Formal intervention

If you are not making satisfactory course progress, the school Principal will give you and your parents or legal custodians a *Course progress at risk notification letter*. You will be required to meet with the Principal to develop a plan to improve your performance.

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

At any point during your enrolment, where your course progress is impacted to the point that your academic outcome or pathway is no longer available, EQI will notify you. If you receive a notice of EQI's intention to report you to authorities, you have the rights set out under the **Appeals Policy** section of [ISP standard terms and conditions](#).

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

- [ISP standard terms and conditions](#)
- [Course progress - subclass 500 \(schools\) visa procedure](#)

15.3. Behaviour

Craigslea 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 Craigslea State High School [Behaviour Expectations](#) is available on the school website. The Behaviour Expectations 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.

[ISP standard terms and conditions](#) state that at school you must:

- participate actively at school;
- take responsibility for your own behaviour and learning;
- respect other members of the school community and the school environment and property;
- cooperate with staff and others in authority; and
- comply with your Craigslea 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 your enrolment. This may affect your student visa.

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

To support your success at Craigslea State High School you need to have good English language skills. If it is identified that you need additional support to build these skills, Craigslea State High School will:

1. Offer in-class support
2. Invite you to English tutorials on Wednesdays
3. Provide individualised support based on ability

17. Additional study support programs

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

Activity	Time and Location
English Tutorials	Wednesdays in D Block
Mathematics Tutorials	Thursdays in H Block

18. Academic policy

Craigslea State High School prides itself in having high academic standards. Our school's academic policies can be found [here](#). Policies that relate specifically to international students can be found [here](#). As an international student, maintaining course progress is a visa condition. You will therefore be expected to work hard and pass all your subjects.

19. Legal services

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

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

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

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





20. Emergency and health services

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

20.1. Overseas student Health Cover (OSHC)

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

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

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

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

Common advice and support OSHC providers may provide include:

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

There are currently six OSHC providers in Australia, including:

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





OSHC Provider	Website
Medibank Private	https://www.medibank.com.au/overseas-health-insurance/oshc/
nib	https://www.nib.com.au/overseas-students/

21. Medical matters

21.1. Health information

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

21.2. Visiting a doctor

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

21.3. Medication

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

21.4. Medical treatment

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

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

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

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

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

For further information please refer to the [ISP standard terms and conditions](#).





21.5. Mental Health:

Your mental health and well-being are a priority during your time in your new school. Adjusting to a new environment can be challenging, and it is normal to feel homesick, anxious, or stressed at times.

Our school offers a range of resources to support your emotional health, including access to our school Mental Health Resource Hub and school counsellors, who are available for confidential one-on-one sessions.

You can also reach out to local mental health services, such as Lifeline (13 11 14) or Beyond Blue (1300 22 4636), which provide support for managing stress, anxiety, or other mental health concerns.

For immediate help outside school hours, you can contact the 24/7 1800QSTUDY hotline (1800 778 839). There are also several online resources available that offer self-help tools and advice for emotional well-being.

21.5.1. Mental health telephone and online contacts

beyondblue support service

All ages:

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

[Online chat](#) (open 3pm to 12am daily)

[beyondblue website](#)

Kids Helpline

Age range: 5 years old to 25 years old:

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

[WebChat Counselling](#) (open 7 days, 8am to 12am AEST)

Lifeline

All ages:

Phone: 13 11 14 (24 hours a day, 7 days a week)

[Online chat](#) (7pm to 4am AEST, 7 days a week)

[Lifeline](#) provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services, information, facts and resources.

22. Fees

22.1. Tuition

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

- all curriculum schooling and teaching costs



- curriculum-related excursions

22.2. Non-tuition fees

Some non-tuition fees may also apply for items such as school uniforms and non-curriculum activities. Please check with your International 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 on [EQI website](#).

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

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

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

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

For more detailed information please see the following documents:

- [Student management procedure](#)
- [ISP standard terms and conditions](#)
- [Variation of enrolment request form](#)

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

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

For more detailed information please see the following documents.

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

25. Complaints

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



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

Customer complaints are managed in accordance with the Department of Education's [Customer complaints and grievances management policy](#) and [Customer complaints management procedure](#), and the [ISP standard terms and conditions](#).

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

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

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

26. Appeals

26.1. Internal appeal

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

- to report you for failing to maintain satisfactory attendance or course progress;
- to refuse your request to defer or suspend their enrolment;
- to suspend or cancel your enrolment (initiated by EQI);
- to refuse your request to transfer to another registered provider.
- to refuse your variation of enrolment request.

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

26.2. External appeal

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

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

27. Travel and activities

High-risk activities for homestay students

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

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





includes overnight travel away from your homestay provider's residence (with or without your homestay provider), activities where recreation provider requests parental consent or activities that require supervision other than your homestay provider.

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

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

Related documents

- [Non-routine travel and activities for homestay students – subclass 500 \(schools\) visa procedure](#)
- [ISP travel and activities request form](#)

27.1. Swimming

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

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

27.2. Surf and Beach safety

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

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

1. Always swim or surf at places patrolled by surf lifesavers or lifeguards.
2. Swim between the red and yellow flags. They mark the safest area to swim.
3. Always swim under supervision or with a friend.
4. Read and obey the signs.
5. Don't swim directly after a meal.
6. Don't swim under the influence of drugs or alcohol.
7. If you are unsure of surf conditions, ask a lifesaver or lifeguard.
8. Never run and dive into the water. Even if you have checked before, conditions can change.





9. If you get into trouble in the water, don't panic. Raise your arm for help, float and wait for assistance.
10. Float with a current or undertow. Stay calm. Don't try to swim against it. Signal for help and wait for assistance.

27.2.2. Useful links

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

27.3. Sun safe

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

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

28. Refund policy

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 directly with your Overseas student Health Insurance (OSHC) provider.

The right to make complaints and seek appeals of decisions and action under various processes, does not affect your rights to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies.

More detail regarding refunds can be accessed at:

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





29. School policy and procedures

Information related to the following policies can be found on the school's website:
<https://craigisleashs.eq.edu.au/our-school/policies>

- 29.1. Diversity policy
- 29.2. Bring your own device
- 29.3. School network and internet policy
- 29.4. Use of mobile phones
- 29.5. Make up and jewellery policy
- 29.6. Uniform requirements

Please refer to the uniform list and uniform policy attached.

The uniform shop is located in J-block next to the entrance of the Hall.

Opening hours are:

The Uniform Shop is open Monday from 8.00am to 10.00am and Wednesday from 7.30am to 9.00am*

***Hours subject to change.**

- Formal uniform is to be worn every day, unless days on which students have sport (Year 11 and 12 must wear formal uniform on all days, including when they have sport – you will be expected to change before and after sport).
- Sports uniform is to be worn only on timetabled sport days and days in which students have HPE on their timetable with the exception of days that are otherwise communicated by teachers.
- A hat must be worn at all times (Year 7 to Year 12) when outside the classroom.

30. Banking

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

If you are experiencing difficulties, please see the International Student Coordinator, who will provide you with support.

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

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





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

31. Transport

31.1. Transport to school

If you live close to school, you may walk to school or ride a bike (please remember you are required by law to wear a helmet whilst riding a bike). Before you ride a bike to school, first ask your homestay parent to show you the *designated bikeway* to ensure this travel is safe. If you live further away, you can catch a bus or your host parent may drive you. International students are not eligible for a bus pass, so you will have to pay the bus fare to and from school. Currently all train and bus fares are 50c, which makes this a very affordable option for international students.

Driving

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

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

32. House Structure

Every student will be allocated into one of our Houses: Bradman Bulls, Freeman Fire, Fraser Sharks or Lewis Lions. Houses compete against each other throughout the year for points. Many activities are organised with competition between Houses in mind.



32.1. House Groups



33. 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.

33.1. Australian teenagers

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

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

33.2. Mealtimes

Breakfast



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

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

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

Lunch

It is most likely that you will be required to make and pack your own school lunch using food provided by the homestay. In Australia, it is common for lunches to consist of sandwiches (two slices of bread with fillings such as spreads, cooked meats or salads), something sweet like biscuits or cake, a piece of fruit and a cold drink. Sometimes families give students leftover food from dinner, and it can be heated up using the microwave at school. Talk to your homestay family about the choice of foods available for lunches, and if you have any problems, please see your Homestay Coordinator at school.

Dinner

Dinner time varies depending on the age of the children living in the home and the hours the parent/s work until, but generally dinner is served anywhere between 5.30pm and 7.30pm. Food that is served for dinner varies greatly, however dinner usually consists of a kind of meat (such as chicken, fish, beef, lamb or pork), a variety of vegetables (potato, beans, peas, broccoli, carrots) and a serve of a carbohydrate (rice, pasta, potato, couscous or bread).

Food is usually served on an individual plate, rather than shared dishes in the centre of the table. People eat off their own plate. Generally, all members of the family sit to eat the meal together and talk about the day's events. It is important to participate in table conversation as this is an excellent chance for you to improve your conversational English and get to know your homestay family better.

Expected table manners

Do:

- Wait until everyone is seated before eating
- Eat with your mouth closed
- Make a positive comment on the meal.

Don't:

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





34. 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 weeknights 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.

35. Communication

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

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

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

36. Digital Safety and Cyberbullying

In today's connected world, it's essential to be aware of the potential risks that come with using the internet. As an international student, you may encounter unfamiliar online platforms, and understanding how to protect yourself online is vital. Always be cautious when sharing personal information online—avoid sharing your address, phone number, or financial details on public forums or with people you do not know. Be mindful of online scams and phishing attempts, where fake websites or emails may try to steal your personal data. It's also important to use strong passwords and enable two-factor authentication where possible. Additionally, cyberbullying—any form of bullying or harassment that happens online—is taken seriously at our school. If you experience or witness cyberbullying, report it to a teacher or counsellor immediately. By staying informed and vigilant, you can help protect yourself and others in the digital world.

37. Road safety

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

