



# International Student Handbook



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# 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 1100 students established in 1975.

At Craigslea SHS we believe that the success of a school community can be attributed to the collaborative nature in which students, parents and school staff work together for the common goal of success for all students.

The school's motto is 'Striving for Excellence' and our vision is for all students to become 'Active Citizens in a Global Society'. We have a proud tradition of academic excellence, a culture of inclusiveness and high expectations for all students.

Craigslea SHS has a dedicated, experienced and knowledgeable teaching staff who are acknowledged as providing the very best academic standards for students. We have built a strong philosophy about learning based on the belief that personal curiosity towards learning is at the heart of what it means to be a lifelong learner across all pursuits and inquiry.

The school is a member of the Australasian Schools Accreditation Agency (ASAA). This means that the school has been evaluated and meets rigorous international benchmark standards across all aspects of the school's operations and is achieving top level performance in the provision of a world class education.

Craigslea SHS also has a vibrant International Student Program which has been a part of the school since 1996. This program sees students enrolled in formal graduate and study abroad programs from many other countries. These students make a significant contribution to Craigslea SHS and their presence adds a global dimension to school life for all students.

Our school provides opportunities for all students to achieve a suitable post-school pathway. The full range of academic programs provides preparation for all university courses. Vocational training options provide students with a range of qualifications and pathways beyond secondary education.

**Mark Farwell**  
Principal

## School Details:

Address:	685 Hamilton Road, West Chermshire Qld 4032
Office hours:	Monday – Friday 8:00 am – 3:30 pm
Telephone:	07 3326 5222
Absence line:	07 3326 5285
Administration Email:	<a href="mailto:admin@craigsleashs.eq.edu.au">admin@craigsleashs.eq.edu.au</a>
Website:	<a href="http://www.craigsleashs.eq.edu.au">www.craigsleashs.eq.edu.au</a>
Facebook (if applicable):	<a href="http://www.facebook.com/craigsleashs">http://www.facebook.com/craigsleashs</a>

## 2. Administration

Administration	Name	Telephone / Contact
Principal	Mark Farwell	07 3326 5222
Deputy Principals <ul style="list-style-type: none"> <li>• Year 11 - 12</li> <li>• Year 9 - 10</li> <li>• Year 7 - 8</li> </ul>	Linda Rossi-Pope Kim Wood Brett Molloy	07 3326 5222 07 3326 5222 07 3326 5222
<b>Student Attendance</b>		07 3326 5285
<b>Heads of Department</b> <ul style="list-style-type: none"> <li>• Arts</li> <li>• English</li> <li>• HPE Sport</li> <li>• Humanities</li> <li>• Information Technology</li> <li>• Mathematics</li> <li>• Science</li> <li>• Teaching and Learning</li> <li>• Vocational Education</li> <li>• Special Education</li> </ul>	As noted on the Craigslea State High School website	
<b>Student Wellbeing and Support</b> <ul style="list-style-type: none"> <li>• School Based Nurse</li> <li>• Guidance Officer</li> <li>• Guidance Officer</li> </ul>	Stella Field Lisa Cameron Laura Halliday	3326 5300 3326 5222 3326 5222

# 3. School Guiding Principles

**Craig'slea**  
State High School

## Guiding Principles

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

**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 <

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- Active** contributors to society <

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- Honest** and ethical <

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- Respectful** of the rights of diverse communities <

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**Our Motto:**  
*...Striving for Excellence*

## 4. 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
Mark Farwell	Principal	07 3326 5222
	International Student Program – Line Manager	07 3326 5222
Gail Hay	International Student Coordinator	07 3326 5260 0466 921 824
Raelene Perrott	Homestay Coordinator	07 3326 5260 0436 626 887
Lisa Cameron	Guidance Officer	07 3326 5222
Amanda Handy	English as a Second Language or Dialect (EAL/D) Coordinator	07 3326 5222

The International Office is located at the first building as you enter the school off Hamilton Road, West Chermside.

## 5. Emergency Contacts (during school hours)

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

In the event of an emergency during school hours please contact any of the people below immediately.

Name	Role	Contact
Ms Hay	International Student Coordinator	07 33265260 Mobile 0466 921 824
Administration Office		3326 5222



## 6. Emergency Contacts (after school hours and on the weekends)



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

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

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

For more information on 1800 QStudy please go to the following link [1800QStudy](#)

### What is the free call 1800 QSTUDY? 1800 QSTUDY

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

### When should I use the 1800 QSTUDY service?

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

At these times:

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



## 7. 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.

### School Emergency and Lock Down Procedure

As instructed by class teacher at the time.

## 8. Orientation

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

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

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

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 [Frequently Asked Questions](#) page. Alternatively, you can email any questions about the app by emailing [yourpassport@qed.qld.gov.au](mailto:yourpassport@qed.qld.gov.au).



### Daily timetable

Class Commences	Class Finishes	Class Periods
8:50am	9:00am	Form Class
9:00am	10:10am	Period 1
10:15am	11.25	Period 2
11:25am	11:55am	Lunch 1
11:55am	1.05pm	Period 3
1:05pm	1:50pm	Lunch2
1:50pm	3.00pm	Period 4
	3.00pm	School Finishes

### Orientation Timetable Day 1

Date	Time	Venue	Orientation Topic
Day 1	8.30am	International Student Centre	Meet all new students at school and take them to the Uniform shop to purchase what is required.
	9.30am		<ul style="list-style-type: none"> <li>• Take students to the office to have their ID photos taken.</li> <li>• Introduce students to Principal, Guidance Officer and Deputy's.</li> <li>• Return to the ISC office.</li> <li>• Explain I am the 24 hour contact person for emergencies</li> <li>• Issue business card and emergency contact card</li> <li>• Discuss the suburbs in which each student lives /shopping centres, movie theatres/library</li> <li>• Go through the following documents with the students, explain in detail and have them sign the relevant ones.</li> </ul> <ol style="list-style-type: none"> <li>1. Craigslea's Enrolment Agreement</li> <li>2. Computer Access Policy</li> <li>3. Assessment Policy</li> <li>4. Plagiarism Policy</li> <li>5. Mobile Phones and Other Devices Acceptable Use Policy</li> <li>6. Education Qld Responsible use of BYO Devices</li> <li>7. Dress Code (Guidelines)</li> <li>8. Responsible Behaviour Plan for Students (Student Code of Conduct)</li> <li>9. Attendance Policy</li> <li>10. Complaints and Appeals Procedure</li> <li>11. State School Consent Form</li> <li>12. Unauthorised Travel in Cars</li> <li>13. School Map</li> </ol>

Date	Time	Venue	Orientation Topic
			<ul style="list-style-type: none"> <li>• Internet agreement and arrange for their EQ email address</li> <li>• Go through our Orientation booklet page by page which will cover various issues including the following.               <ol style="list-style-type: none"> <li>1. Homestay / Basis Accommodation Requirements</li> <li>2. Curfew Times</li> <li>3. Safety</li> <li>4. Travel and Activities</li> <li>5. High Risk Activities</li> <li>6. Public Transport / Unauthorised Travel in Cars / Cycling</li> <li>7. Sickness / OSHC</li> <li>8. Culture Shock</li> <li>9. Visa Conditions / Policy</li> <li>10. EQI Policy on School Attendance</li> <li>11. Laws and Safety in Australia</li> <li>12. Critical Incident</li> <li>13. General First Aid</li> </ol> </li> <li>• Communicate with homestay parents. Always tell someone where you are going, with whom and what time you will return.</li> <li>• Be alert to your surroundings; avoid listening to devices through head phones as you may not hear trouble with approaching.</li> <li>• Bringing valuables to school</li> <li>• Explain about OCHC and how to claim doctor's bills</li> <li>• No driving with anyone on a provisional license. <b>Homestay parents only to transport students in approved vehicles.</b></li> <li>• Multicultural Day / Harmony Day - <b>An opportunity for international students to participate and show off their culinary skills.</b></li> <li>• Explain that Craigslea is a multicultural school</li> <li>• Students to provide their own <b>personal items such as</b> shampoo, conditioner, tissues etc.</li> </ul>
<b>Morning Tea</b>	<b>11.25am</b>	<b>International Student Centre</b>	<b>Introduce new students to current students</b>
	11.50am		<ul style="list-style-type: none"> <li>• 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. <b>Provide homestay with friend's details and mobile numbers.</b></li> <li>• Do not give personal information <b>or homestay details</b> to strangers</li> <li>• Always carry your mobile phone charged and with credit available.</li> <li>• Issue timetables and explain how to read them</li> <li>• Mrs Handy is our EAL/D teacher who will make contact with every student when they commence here at school</li> <li>• Issue textbooks and planner</li> <li>• Tour of school (show toilets, canteen, hall, nurses office etc)</li> <li>• Tour of library</li> </ul>

Date	Time	Venue	Orientation Topic
Lunch	11.25am	International Student Centre	Lunch with current students
	1.50pm		<ul style="list-style-type: none"> <li>• <b>Fire and water safety</b></li> <li>• <b>Consequences in participation of Drugs and Alcohol. Illegal entry into Casinos and accessing illegal websites</b></li> <li>• No smoking</li> <li>• Do not leave the school grounds at all during the school day once you arrive at school.</li> <li>• Tour of school</li> <li>• <b>Question Time</b></li> </ul>
	3.00pm	Home Time	

## Orientation Timetable Day 2

Date	Time	Venue	Orientation Topic
Day 2	9.00am	International Student Centre	<p>Discuss again the following</p> <ul style="list-style-type: none"> <li>• Visa conditions</li> <li>• Attendance</li> <li>• Course progress</li> <li>• Behaviour</li> </ul> <p>Deferral, suspension and cancellation of enrolment</p> <p>Complaints and appeals</p>
	10.00am	International Student Centre	Discuss use of and show students kitchen facilities
Day 2	10.30am	International Student Centre	<ul style="list-style-type: none"> <li>• Evacuation and lock down procedures</li> <li>• Discuss subjects again</li> <li>• Advise students I am available every day if they need to speak with me about anything. <b>I am accessible to students in my office before classes begin and after classes finish during the day.</b></li> <li>• Advise students <b>of the benefits in accessing our</b> Guidance Officer, school nurse and Chaplain at school.</li> <li>• EQI Policies re attendance and behaviour</li> <li>• EQI holiday programs</li> <li>• International Excursions</li> <li>• Discuss at length our Travel Policy</li> <li>• Explain about our Volleyball program</li> <li>• Explain the music after school programs</li> <li>• Discuss any concerns</li> <li>• Another tour of school when taking students to all classes to meet teachers.</li> </ul>
Morning Tea	11.25am	International Student Centre	
	11.50am		<ul style="list-style-type: none"> <li>• Students to attend classes from this afternoon</li> </ul>

## Orientation Handouts

- International Student Handbook (also emailed to student)
- Homestay Booklet (also emailed to student)
- Diaries/ Student Planner
- Emergency contact details
- Complaints and Appeals Policy
- Dress Code
- School May and timetable

Overseas students are able to meet each day with the International Student Coordinator if need be. Her office is in the International Student Centre from 8:15am until 3.30pm each day. Your International Student Coordinator will also provide updates on issues relevant to your studies, school events and upcoming items of interest.

## 9. Accommodation and Welfare

### ***Care arrangements***

While studying you must live with:

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

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

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

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

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

## 10. Living with a Homestay Family

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

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

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

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

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

When living in a homestay you must:

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

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

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

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

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

### Curfews

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

## 11. Culture Shock

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

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

Some of the signs of culture shock include:

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

Culture shock can be described as consisting of at least one of four distinct phases:

honeymoon, negotiation, adjustment and adaptation.

### 1. Honeymoon Phase

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

### 2. Frustration/ Distress Phase

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

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

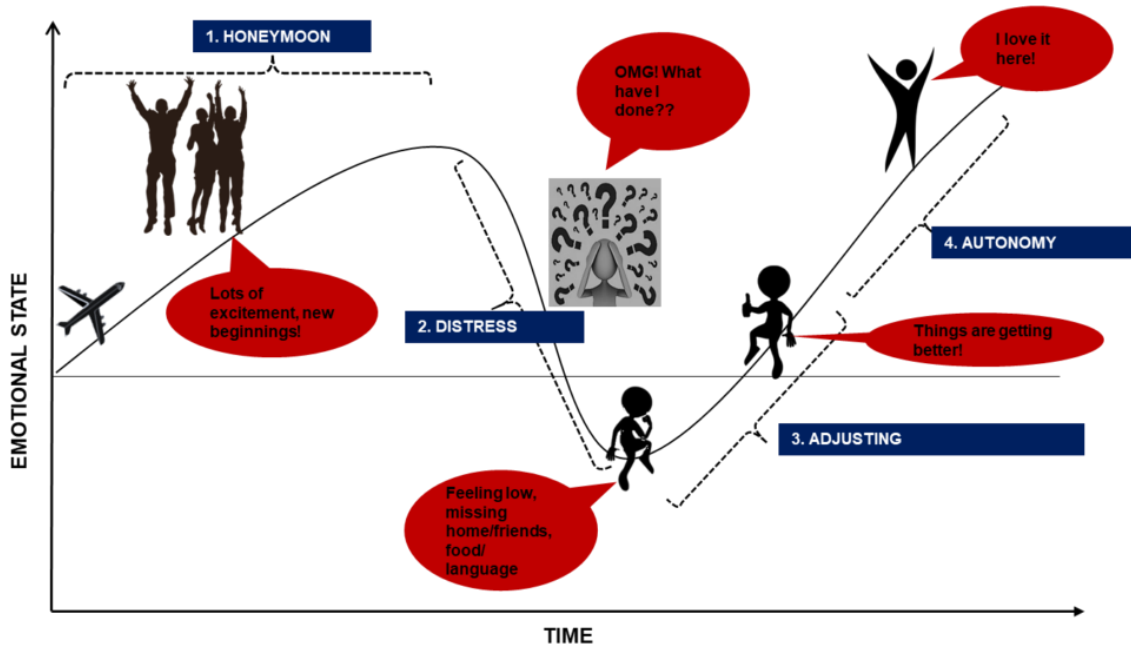
### 3. Adjusting Phase

After some time (usually 6 to 12 months), a person grows accustomed to the new culture and develops routines. During this phase a person knows what to expect in most situations and the host country no longer feels very new. During this phase people develop problem-solving skills for dealing with the culture and begins to accept the culture's ways with a positive attitude. The culture begins to make sense, and negative reactions and responses to the culture are reduced.



#### 4. Acceptance/ Autonomy Phase

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



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

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

It is important to remember the following:

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

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

## 12. Contact Details

Should you be living with a DHA approved relative, you must tell the school of any changes of residential address immediately. Failure to do this may affect your student visa.

## 13. EQI Standard Terms and Conditions

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

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

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

## 14. Visa Conditions

### Attendance

Craigslea State High School's attendance policy <https://craigsleashs.eq.edu.au/our-school/policies> aims to ensure students are actively engaged in school and attend every day to ensure optimal individual outcomes and student engagement. We have high expectations of student attendance. Once you have enrolled at Craigslea 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 to notify the school on the day of the absence via the absentee line 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.

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

### Important Information about Attendance

- Start and finish times      8.50am - 3.00pm
- Late arrival process      Go to main office via student entry.

## How attendance is recorded at Craigslea State High School

### At risk of failing to meet attendance requirements

In the [EQI Standard Terms and Conditions](#) and [the EQI Attendance – subclass 500 \(schools \) visa procedure](#) you are considered to be at risk of failing to meet attendance requirements if:

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

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

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

### Unsatisfactory attendance

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

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

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

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

- [EQI Standard Terms and Conditions](#)
- [EQI Attendance – Subclass 500 \(schools\) visa procedure](#)
- <https://craigsleashs.eq.edu.au/our-school/policies>
- [Managing student absences and enforcing attendance at state schools](#)

## Course Progress

You must maintain satisfactory course progress for each study period as required in the EQI [International Student Programs Entry and course requirements standard](#) and the [EQI Course progress – subclass 500 \(schools\) visa procedures](#). Maintaining satisfactory course progress is a condition of your student visa. If your course progress is not satisfactory, EQI report it to authorities and your student visa may be cancelled.

At 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 [EQI Standard Terms and Conditions](#)).

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

## Unsatisfactory Course Progress

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

### Formal Intervention

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

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

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

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

- [EQI Standard Terms and Conditions](#)
- [Course progress – Subclass 500 \(schools\) visa procedure](#)
- Craigslea State High School Academic policy <https://craigsleashs.eq.edu.au/our-school/policies>

## 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 Responsible Behaviour Plan <https://craigsleashs.eq.edu.au/our-school/policies> is available on the school website. The Responsible Behaviour Plan for Students is designed to facilitate high standards of behaviour so that the learning and teaching in our school can be effective and students can participate positively within our school community.

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

- participate actively at school;
- take responsibility for your own behaviour and learning;
- respect other members of the school community and the school environment and property;
- cooperate with staff and others in authority; and
- comply with Craigslea State High School's rules – student code of conduct and school policy and procedures <https://craigsleashs.eq.edu.au/our-school/policies>

At all times you must:

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

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

## 15. Additional Study Support Programs

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

Activity	Time and Location
English tutorial class	Wednesday 3pm until 4pm in D Block
Mathematics Tutorials	Thursday 3pm until 4pm in H Block

## 16. 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](http://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](#).

## 17. Emergency and Health Services

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

### Overseas student Health Cover (OSHC)

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

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

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

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

Common advice and support OSHC providers may provide include:

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

OSHC providers in Australia include:

Australian Health Management (ahm)  
Allianz  
BUPA Australia  
Medibank Private  
NIB Health Funds Limited

[www.ahmoshc.com.au](http://www.ahmoshc.com.au)  
[www.allianzassistancehealth.com.au](http://www.allianzassistancehealth.com.au)  
[www.bupa.com.au/health-insurance/oshc](http://www.bupa.com.au/health-insurance/oshc)  
[www.medibank.com.au/overseas-health-insurance/oshc](http://www.medibank.com.au/overseas-health-insurance/oshc)  
[www.nib.com.au/overseas-students](http://www.nib.com.au/overseas-students)

## 18. Medical Matters

### Health Information

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

### Visiting a Doctor

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

### Medication

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

## 19. Medical Treatment

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

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

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

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

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

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

## 20. Fees

### Tuition

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

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

### Non-tuition fees

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

## 21. Transfer Policy

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

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

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

For more detailed information please see the following documents.

- [International Student Programs Entry and course requirements standard](#)
- [Standard Terms and conditions](#)

## 22. Complaints

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

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

Customer complaints are managed in accordance with the Department of Education's Customer [Complaints Management Framework](#), [EQI Complaints and appeals – subclass 500 \(schools\) visa procedure](#) and the [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.



## 23. Appeals

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

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

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

## 24. External Appeal

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

EQI will comply with any decision the Ombudsman makes.

## 25. Travel and Activities

### Routine Activities for Homestay Students

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

### Non-routine Activities for Homestay Students

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

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

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

### Related Documents

- [Non-routine travel and activities for homestay students – Subclass 500 \(schools\) procedure](#)
- [EQI sports leisure and recreation provider procedure – Subclass 500 \(schools\) procedure](#)
- [Travel and activities request form](#)

## No High-Risk Activities

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

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

## 26. Refund Policy

### Your Rights

If you do not complete your course, you may apply for a refund of some fees already paid by you (in certain circumstances). Some tuition and non-tuition fees charged by EQI are not refundable.

EQI will also pay any other refunds required by Australian law. If you demonstrate compassionate or compelling circumstances, EQI may agree to refund other unspent fees at their discretion.

Refund requests for OSHC fees must be made to your Overseas student Health Insurance (OSHC) provider.

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

More detail regarding refunds can be accessed at:

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

## 27. School Policy and Procedures

[craigleashs.eq.edu.au/our-school/policies](http://craigleashs.eq.edu.au/our-school/policies)

### Anti-bullying Policy / Code of Conduct / Responsible Behaviour Plan

#### Bring your own Device

#### School Network and Internet Policy

#### Use of Mobile Phones

#### Make up and Jewellery Policy

#### Uniform Requirements

For years 11 & 12, formal uniform is to be worn every day and students are then to change into their sport uniform if they have HPE on their timetable.

For years 7, 8, 9 & 10, Sports uniform is to be worn only when students have HPE on their timetable.

## 28. Banking

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

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

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

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

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

## 29. Transport

Your homestay family will show you how to catch public transport to and from school.

[Brisbane City Council Journey Planner](#)

## 30. Driving

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

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

## 31. 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 task may include helping with food preparation and cleaning up, keeping their own bedroom clean, washing and ironing their own clothes.

## 32. Australian Teenagers

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

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

## 33. Meal Times

### Breakfast

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

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

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

### Lunch

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

### Dinner

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

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

## Expected table manners

### Do:

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

### Don't:

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

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

## 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 week nights are for study and to spend with your host family. If friends ask you to stay over, discuss this with your host family. They may also allow you to have friends to stay, but remember not to inconvenience your host family by always having your friends in the house. Please ask your homestay parent before inviting friends over to your homestay.

Please remember to complete a travel form for overnight travel.

## 35. 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).

## 36. Communication

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

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

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

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

## 37. 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.

## 38. 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.

## 39. Swimming

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

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

## 40. Surf and Beach Safety

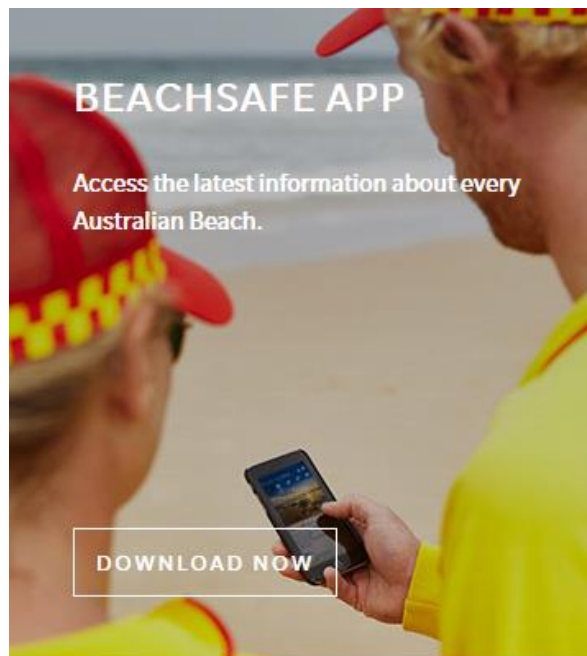
Queensland has some of the most beautiful beaches in the world. However, they can be dangerous for people who are not used to the ocean. Understanding the ocean is very important – the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself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

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

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

### Useful links

- [Queensland Surf Lifesaving](https://www.qslifesaving.com.au/)
- <https://beachsafe.org.au/> at this link you can download their Beach Safe app.



### Sun Safe

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

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



## 41. Road Safety

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

## 42. 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 Years 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.