



# *CENTENARY STATE HIGH SCHOOL*

Education Queensland International CRICOS Provider Number: 00608A

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## *2021*

# INTERNATIONAL STUDENT HANDBOOK



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## 1. Principal's Welcome

### The Centenary SHS experience



#### Principal John Brew

Our vision of “Quality Learning, Quality Futures” drives the Centenary State High School schooling experience, preparing students for the dynamic world beyond school. At Centenary State High School, we pride ourselves in enabling all students to participate and achieve excellence in a range of academic, cultural, sporting and civic pursuits regardless of language or culture.

Centenary State High School has been welcoming International Students into our learning community for more than a decade. Our teachers aim to provide an inclusive and flexible learning environment for our International students.

We proudly stand by our record of producing young people who achieve excellent academic, sporting and cultural outcomes and who are well prepared to make outstanding contributions to their global communities.

Welcome to our School and Australia.

Signature

John Brew

## 2. School details

|                          |   |
|--------------------------|---|
| Street address           | 1 Moolanda St<br>Jindalee Qld 4074  |
| Officer hours            | Monday – Friday<br>8:00 am – 4:00 pm  |
| Telephone:               | 07 3373 4555  |
| Absence line:            | 07 3373 4503  |
| Administration Email:    | <a href="mailto:admin@centenaryshs.eq.edu.au">admin@centenaryshs.eq.edu.au</a>                                    |
| Website:                 | <a href="http://www.centenaryshs.eq.edu.au">www.centenaryshs.eq.edu.au</a>  |
| Facebook (if applicable) | <a href="http://www.facebook.com/centenarystatehighschool/">http://www.facebook.com/centenarystatehighschool/</a> |

## 3. Administration

| Administration  | Name  | Telephone/contact   |
|---|---|---|
| Principal   | John Bew  | 3373 4555   |
| Deputy Principals <ul style="list-style-type: none"> <li>Year 10</li> <li>Years 9 &amp; 11</li> <li>Years 7 &amp; 8</li> </ul>  | Matthew McDonald<br>Adam Richter<br>Anna Petrie   | 3373 4555   |
| <b>Financial matters</b>  |   |   |
| Business Service Manager<br>Student Resource Scheme   | Charmain Macaulay   | 3373 4555   |
| <b>Student attendance</b>   | Admin Officer   | <a href="mailto:absences@centenaryshs.eq.edu.au">absences@centenaryshs.eq.edu.au</a><br>3373 4503 |
| <b>Year Level Coordinators</b>  | Carly Manche<br>Jo Moon<br>Elizabeth Long<br>Claire Masters<br>Kate George<br>Matt Redman | Year 7<br>Year 8<br>Year 9<br>Year 10<br>Year 11<br>Year 12                                       |
| <b>Student Wellbeing and Support</b> <ul style="list-style-type: none"> <li>School Based Nurse</li> <li>Chaplain</li> <li>Guidance Officer</li> <li>Guidance Officer</li> </ul> | Kirsten Anstey<br>Bernie McMullen<br>Juanita Oberle<br>Janet Ingram                       | 3373 4555   |
| <b>International Student Coordinator</b>  | Vicki Spicer  | 3373 4553   |
| <b>International Homestay Coordinator</b>   | Maria Chadburn  |   |

#### 4. School values

*Our School Motto is:*

# Quality Learning, Quality Futures

**Our School Values are:**

#### Respect and Integrity

All students are expected to respect themselves, all other members of the school community and the school itself to facilitate a positive learning climate. To do so they need to show integrity – to be honest, to be responsible and true to themselves.

#### Resilience and Commitment

Students are expected to commit themselves to meeting the expectations of both curriculum and co curriculum activities. Students over the duration of their secondary schooling will require the ability to bounce back from disappointment and to be resilient in their studies and personal lives.

#### Aspiration and Achievement

As a school we aspire to great outcomes and we expect all our students to set goals, to aspire and to work hard to gain the knowledge and skills to succeed in achieving their goals.

#### Innovation and Creativity

Our futures-orientated world demands innovation and creativity so we build these aspects and skills in our students to create problems solvers, higher order thinkers and lifelong learners.

#### Collaboration and Community

Centenary SHS is a diverse community in which each and every individual is valued. The school assists students to develop a sense of belonging and to feel safe within this community. The school promotes teamwork and collaboration as a means to develop skills and to achieve greater outcomes.



Past International students have been highly successful at Centenary State High School. They have worked hard, asked teachers for help, then gained top scores and entered reputable Universities.



We also want you to get involved in lots of opportunities at our school, as this is a good way to make friends.

If you play sports, look out for team notices and join a team.

If you play a musical instrument, join our bands, orchestras or you may wish to join our choir.

Take part in school camps, party events like our Year 11 Semi-Formal and, of course, our Year 12 Formal (Prom) and Graduation.

## 5. International Team

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

### Important School Staff

(Located in Administration Building)



Mr John Brew  
School Principal



Mr Adam Richter  
Deputy Principal &  
International Program  
Coordinator



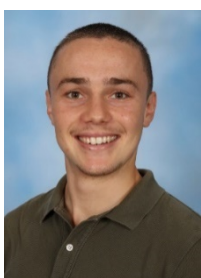
Mr Matt  
McDonald  
Deputy Principal  
Year 10 Student  
Support



Mrs Maria Chadburn  
International Homestay  
Coordinator



Mrs Vicki Spicer  
International Student  
Coordinator  
ESL Teacher



Mr Will Moses  
International Aide



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

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

| Name           | Role                      | Contact                   |
|----------------|---------------------------|---------------------------|
| Vicki Spicer   | International Coordinator | 0414 689 303<br>3373 4553 |
| Maria Chadburn | International Homestay    | 0414 689 303<br>3373 4553 |

**7. 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 read the [1800 QSTUDY brochure](#)

**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

**8. 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.

**9. School emergency and lock down procedure**

Fire, evacuation and lock down drills are carried out regularly, at least once a term. Students are thoroughly briefed on the procedures and each room displays the nearest evacuation route to be followed.

## 10. School map and facilities



*SCHOOL MAP*

See your diary for a more detailed map

### **Administration General Office (AD on the Map)**

- To see Mr Richter, Deputy Principal/International Student Program Coordinator
- To see Guidance Officers about subjects or personal matters
- To pay for performances, etc.
- To sign in if you are late or sign out if you have permission to leave early. You must always come to the office when you arrive late or are leaving early. You cannot leave the school during school hours without permission from the office
- To get a uniform pass BEFORE school

### **International Students' Office in Humanities Block (HU12 on the Map)**

- To see International Student coordinator (Mrs Vicki Spicer) / Homestay Coordinator, Mrs Maria Chadburn, with any questions
- To see International Student Teacher Aide, Mr William Moses

### **Resource Centre (or Library) (RC on the Map)**

- To get your textbooks
- To borrow Library books. It is your responsibility to return these by the due date
- To use computers during breaks and before school
- To study and work with friends during breaks

### **Sport and Recreation Centre (SRC on the Map)**

- To attend School Assembly on Mondays
- To use basketball courts during breaks
- To attend training for some sporting teams

### **Canteen (or Tuckshop)**

- To buy food to eat and drink. (Please be patient and wait your turn in the Senior and Junior lines)
- Open before school and morning and afternoon breaks

## 11. Orientation

The Centenary 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).



## School Term Dates

### Queensland term dates - 2021

| Term   | Dates                                     | Length   |
|--------|---|----------|
| Term 1 | Wednesday, 27 January – Thursday, 1 April | 10 weeks |
| Term 2 | Monday, 19 April – Friday, 25 June        | 10 weeks |
| Term 3 | Monday, 12 July – Friday, 17 September    | 10 weeks |
| Term 4 | Tuesday, 5 October – Friday, 10 December  | 10 weeks |

## The School Day

- School days start at 8:55am and finish at 3.00pm. Make sure you are at school before 8:50am, every day, before the bell rings.
- You will go to your Home Group (HG) class each morning where you will see your HG teacher. They can help you with questions and tell you who else you may need to see. They will mark the roll (attendance) and read Student Notices. ***You must listen to these carefully.***
- Each day is divided into **four** lessons. In each lesson, you will study one of your six subjects. During the week, you will have three lessons for each subject.
- A roll will be marked in **all** lessons and sent to the office. Your Homestay family will be phoned if you miss any lesson. You may have to see a Deputy Principal if you miss any lesson.
- On Monday after AM break, there is EAL/D Class. This is followed by the **weekly International Student Meeting during PM Break in HU11.**
- On Wednesday Lesson 4, you may take part in different activities (STEP) depending on your year level. EAL/D classes are also held at this time.
- Homework clubs and academic assistance are available during break and before/after school. **Please see the ISP Staff at HU12 International Office.**

| MONDAY                                | TUESDAY                   | WEDNESDAY                 | THURSDAY                  | FRIDAY                    |
|---------------------------------------|---------------------------|---------------------------|---------------------------|---------------------------|
| HOME GROUP<br>8.55 – 9.05             | HOME GROUP<br>8.55 – 9.05 | HOME GROUP<br>8.55 – 9.05 | HOME GROUP<br>8.55 – 9.05 | HOME GROUP<br>8.55 – 9.05 |
| Lesson 1<br>9.05-10.15                | Lesson 1<br>9.05-10.15    | Lesson 1<br>9.05-10.15    | Lesson 1<br>9.05-10.15    | Lesson 1<br>9.05-10.15    |
| Lesson 2<br>10.15-11.25               | Lesson 2<br>10.15-11.25   | Lesson 2<br>10.15-11.25   | Lesson 2<br>10.15-11.25   | Lesson 2<br>10.15-11.25   |
| AM Break<br>11.25-12.10               | AM Break<br>11.25-12.10   | AM Break<br>11.25-12.10   | AM Break<br>11.25-12.10   | AM Break<br>11.25-12.10   |
| Home Group/<br>Assembly<br>12.10-1.20 | Lesson 3<br>12.10-1.20    | Lesson 3<br>12.10-1.20    | Lesson 3<br>12.10-1.20    | Lesson 3<br>12.10-1.20    |
| PM Break<br>1.20-1.50                 | PM Break<br>1.20-1.50     | PM Break<br>1.20-1.50     | PM Break<br>1.20-1.50     | PM Break<br>1.20-1.50     |
| Lesson 4<br>1.50-3.00                 | Lesson 4<br>1.50-3.00     | STEP<br>1.50-3.00         | Lesson 4<br>1.50-3.00     | Lesson 4<br>1.50-3.00     |



## On Your First Day



Your first days will be busy but exciting as you see your new school, meet the staff at Centenary SHS, and meet some of our students.

You will also spend time learning about Centenary State High School, before you start your classes. We call this “**Orientation**”.

### Day One

- Wear school uniform
- Meet International Students Program (ISP) staff at the Administration Building
- Meet Student Services staff
- Meet your Deputy Principal or Guidance Officer to select your subjects
- Receive your School Diary
- Complete enrolment forms
- Learn about Centenary State High School

### On Following Days

- Meet students in your Home Group class
- Your timetable will be issued and explained
- English language testing for all direct entry students
- Information sessions and times for you to ask questions
- Every student will have a photo taken for their ID card
- You will join your classes for a normal school day

### Check These Things

- Do I know how to get home after school?
- Do I know what to do if I can't find my way?
- Do I have all of the books and stationery that I need to begin my course?
- Do I know what my teachers expect of me?
- Do I understand the school rules?

## School Goals

At Centenary State High School, we work with our students to help them reach their goals. Many students, both local and international students, are working to prepare for entry to an Australian university.

Other students aim to enter the workforce or continue with the traineeships and apprenticeships they have begun in school. Some international students will come for short periods of time to enjoy the Australian lifestyle and learn further English skills.

All students, whatever their goals, are expected to meet our study expectations.



Studying in Australia may be different to studying in your own country. The Australian Education System encourages independent study and you will be responsible for completing your homework tasks and assignments in your own time at home. Formal school study is usually for 5 hours per day but in addition, students are expected to study at home.

As a guide, your homework and study at home will need you to work for:

- Years 7 and 8            1½ hours per day
- Year 9                    2 hours per day
- Year 10                  2 to 2½ hours per day
- Year 11                  3 hours
- Year 12                  3 to 3½ hours per day

If you are not doing this amount of independent study, you may not pass well enough to go to university. If you have problems disciplining yourself and completing work, please see the ISP staff for help.

**Remember your goals for the future and make the most of the opportunity your parents have given you to study overseas. DO YOUR BEST!**

## Uniform

At Centenary SHS, all students are expected to wear school uniform each day. You must wear the formal uniform each day, but on Wednesday you may wear sports uniform. If you have HPE classes on any day, you may wear sports uniform for that class. If you have a Drama or Dance class, you may wear the Arts uniform for that class.

Uniform Shop is open from 8am to 12pm every Monday and Tuesday.

(See the school diary for all uniform details and rules about changing uniforms at breaks.)



### Senior Uniform

The formal uniform for Years 10, 11 and 12 students is a white school shirt, navy blue skirt for girls and navy blue shorts for boys. Both boys and girls can wear navy trousers.



### Junior Uniform

The formal uniform for Years 7, 8 and 9 students is a light blue school shirt, navy blue skirt for girls and navy blue shorts for boys. Both boys and girls can wear navy trousers.



### Sports Uniform

The sport uniform for both boys and girls is a multi-coloured polo shirt and navy blue shorts, with sports shoes.

### Shoes

All students wear black leather lace-up shoes with a low heel.

- You **must** wear black leather lace-up school shoes
- You must **not** mix and match formal and sports uniforms
- If there is a good reason why you cannot wear full school uniform on one day, you must bring a note to explain this from your Homestay family, parents or carers. You must bring this note to the office before 8.45am and wait to get a pass from your Deputy Principal. If you do not do this, you will be given a uniform detention





## Student Behaviour, Responsibilities and Expectations

At Centenary State High School, we have three general ***school rules*** for what we ***expect*** of our students:

- ***Be Responsible***
- ***Be Respectful***
- ***Be Safe***

(See the Responsible Behaviour Plan in School Diary for more information on our expectations.)

We also ***believe*** that:

- Everybody can learn
- People deserve to be treated with dignity and respect
- Everyone can strive (work hard) to do their best

You also have ***rights*** at Centenary State High School. You have the right to:

- Ask for help with your school work – ask your teachers as soon as you need help
- Join in with all Year level and school activities
- Feel safe – report any concerns straight away to International Staff

All Senior students also need to read the school's "Assessment Policy and Procedures Section" in your diary to make sure you understand:

- The types of assessment
- Assessment procedures
- Absences from exams and tests
- How written assignments must be handed in at Centenary SHS
- Rules about assessment
- Special provisions
- Plagiarism

In your classes:

- Come to class, ready and prepared with all your ***notebooks, laptop, and diary***
- Listen carefully – focus on the teacher
- Make sure you take part in lessons – ask questions
- Always ask for help if you need help
- Complete and hand in assignments on time



## School and Teacher Expectations

The School and your teachers expect the following behaviours:

1. You **MUST** attend school. If you are sick, ask your Homestay family/Parents or Carers to telephone the school. The telephone number is **3373 4555**. You **MUST** provide a medical certificate.  
If you miss too many classes, your parents and agent will be contacted.
2. You **MUST** come to class at the right time. If you are late your teacher may give you a detention.
3. Participation in class is very important and a poor attitude will not be accepted. In Australian schools, teachers expect students to join in discussions and to ask questions. It is very important to ask questions in class or after class if you do not understand the work in a class. Sleeping in class is unacceptable.
4. **Speak English only** in class and follow the teacher's directions.
5. Homework and assignment tasks must be completed daily, weekly and when work is due.
6. Turn off your mobile phones in classrooms. If your phone is on or if you have it out in class, you must go to the office and hand in your phone until the end of the day.
7. You cannot leave the school grounds during school time. If you need to leave school early, ask the ISP Coordinator for permission.
8. If you feel sick or unwell while at school, tell the office staff and they will contact the ISP Coordinator.
9. Respect other students and teachers.
10. Follow the school rules in your school diary.
11. Skateboards and scooters are not allowed at school.
12. You cannot smoke or drink alcohol at school or in school uniform. Cigarettes, tobacco, lighters must not be brought to school. You cannot smoke or drink at any school organised activity.

If you do not follow these rules, the ISP Coordinator will talk to you about the problem and refer you to the Principal of the School.

## Consequences of Breaking the Rules

As an international student you are still bound by all Centenary State High School student rules. You must abide by our school "**Student Enrolment Agreement**" which you will sign in your enrolment application.

You must also abide by the school's "**Responsible Behaviour Plan**" (in your student Diary).

All International students may be issued verbal warnings for breaches of school rules as well as EQI rules. You can be issued with Education Queensland International **Warning Letters** for breaches of **Behaviour, Attendance and Academic Progress**. Further information on your Visa requirements is detailed in the Education Queensland International documents at the back of this booklet.

All International students need to be aware that their 571 student Visa has been granted with certain conditions that all students must abide by. Failure to comply with these conditions could eventually lead to a cancellation of enrolment by your school and with Education Queensland International reporting you to the Department of Immigration and Border Protection who are able to cancel your visa.



## 12. What to do when

### WHAT SHOULD I DO ....?

|  |   |
|--|---|
| If I cannot find my class?   | Go to the Administration Office   |
| If I get lost?   | Ask a student or a teacher near you for help, <b>or</b> go to the Administration Office, <b>or</b> look at the map in your student diary                      |
| If I am late for school?   | Go to the Administration Office and sign in as coming late. You will be given a note to show your teacher.  |
| If I need to leave school during school time for any reason and do NOT have Homestay or parental written permission? | See Mr Richter at the Administration Office and he will help you with obtaining permission to leave the school. <b>DO NOT LEAVE SCHOOL WITHOUT PERMISSION</b> |
| If someone threatens to hurt me?   | You should see a teacher, Mrs Chadburn, Mr Richter <b>or</b> the Guidance Officer <b>immediately</b>  |
| If I have to contact my parents urgently?  | You should see Mrs Chadburn in HU Block or the Administration staff. <b>DO NOT USE YOUR MOBILE PHONE DURING SCHOOL TIME</b>                                   |
| If I have to bring money or valuable things to school?   | You should go to the Administration Office and leave them there for safekeeping. Tell Mrs Chadburn  |
| If there is a fire or an emergency?  | You must follow your teacher's instructions   |
| If I have to see a teacher in a staffroom or Office?   | Check with your teacher to find out their staffroom. Knock on the door of the staffroom and ask to see the teacher. Please wait patiently                     |
| If I need to get a book out of the Resource Centre?  | You should bring your student ID card and your diary and go the Loans Desk with your books  |
| If I am unhappy or having difficulty with my Homestay?   | See the ISC/Homestay Coordinator, Mrs Chadburn, at her office (HU12) in the HU Block  |
| If I am unhappy or having difficulty at school?  | Speak to your Homestay. Speak to your Teacher. See Mrs Spicer or Mr Richter   |
| If I want to get advice regarding my studies or a personal problem?  | See the Guidance Officer in the Administration Block  |
| If I have a complaint about a problem or person?   | See Mr Richter in Administration or Mrs Chadburn in HU12  |

## **GENERAL INFORMATION**

### Academic Progress

Your progress will be monitored through the year as you complete class work, tests and assignments. You will receive support from your teachers, the ISP Coordinator and the Heads of Department. Each term a report will be given to you, your parents and your agent. Under visa regulations you are required to continue to make satisfactory progress, so if you are having difficulties you need to take up the opportunities for extra tutoring and counselling as appropriate.

### Appointments

If you need to go to an appointment during school hours, please bring a note from your family or homestay. Students must sign out at the office before leaving the school grounds. We expect you to make appointments outside school time where possible.

### Assessment Policy

If you are absent on the day of an examination or the due date of an assignment, either you or your Homestay family need to contact the school.

Any Year 11 or 12 student who is absent for an examination or piece of assessment must provide written proof of absence – a medical certificate from a doctor that states the dates the student was absent. The Head of Department will then decide on further action. If you do not provide a medical certificate you may not gain grades towards your exit level of achievement.

### Attendance/Absences

As you are in Australia on a student visa, there are strict rules about your attendance at school. You are at risk of failing your attendance requirements if:

- You are absent for 5 consecutive days or more;
- Your attendance falls to 90% of your course contact hours in any term; or
- We have other concerns about your attendance record,

If your attendance falls to 85% of your course contact hours in any term, we will give you and your parents or legal custodians a written warning.

### Booking Holiday Travel

Students should not book their holiday airline travel until the end of each term. You may not travel until your term has ended as any missed days will count as absences. Students are also required to fill in travel forms before departing for these holidays.

### Coordinators – Year Level

At Centenary SHS, each year level has a Coordinator. Your Coordinator will be interested in how you are going at school; in your subjects; in making friends, and in getting involved in school activities. You can also go to see your Year Level Coordinator in their staffroom when you need help.

### ESL Support

You will be provided with ESL support each week. ESL support staff will also help students in preparing and presenting assignments. New students will participate in a 6 week study skills course.

We recognise that assessment work is very challenging for international students, therefore special consideration may be provided. Ask for help early so there is time to assist you. Mrs Spicer and Will Moses are always available to assist you. **ESL class for international students is compulsory.**

## OneNote Support

In addition to face to face support during class time, ESL, at lunchtimes, and before and after school, we offer an external mode of support via Microsoft OneNote. Students are encouraged to complete homework and assessment on OneNote, so that the International support staff can track progress and offer relevant guidance. It is an efficient and effective way of delivering timely feedback to students. Additionally, subject teachers will also post homework and subject resources on OneNote.

## Guidance

Guidance Officers give students counselling about education (subject selection, university options), about careers and personal matters. You can make an appointment to see a Guidance Officer at the Administration building or talk to Mrs Maria Chadburn (HU12) or Mr Adam Richter (Admin Office).

## Internet Use at School

When you enrol you will sign a “**Computer Users Agreement**” that requires all students to use the school’s computers in a responsible way. If students misuse these privileges, access to computers may be limited. You will be given a User ID and Password to access the school system.

## Mobile Phones

Mobile phones and i-pods may be brought to school but **must** be turned off during classes.

In classes they **must not** be visible or you will be required to hand it in at the office. As these items are valuable, you must keep them secure yourself. Do not leave them in your bag and leave your bag unattended. **DO NOT BRING LARGE AMOUNTS OF MONEY TO SCHOOL.**

## Headphones and earphones must not be visible at school.

Do not use your phone to contact your family from school. See the international staff if you need to contact your family urgently.

## Payment of Fees

All Tuition Fees are payable to Education Queensland International. The school does not issue invoices for an international student’s tuition or homestay. These fees are payable in advance and a student should not commence their studies unless all fees have been paid to EQI.

## Non-tuition fees

As an Education Queensland international student, you do **not** have to pay for curriculum excursions. The cost of these subject-based curriculum excursions is included in your tuition fees.

Optional trips, school camps, school formals etc. maybe subsidised by the school but you will also have to pay. If you are unsure if a class activity or excursion is covered, please check with the International student staff.

## Out of Bounds

This means that you cannot go into that area of the school. Out of bound areas include classrooms during lunch time and break time unless there is a teacher present. You cannot leave the school grounds during school time.

## **School Reports**

Students are issued with **four** school reports per year. These are issued at the end of each term. School reports show academic progress as well as attendance and general progress.

- Term 1 – Mid-Semester Report: This will show the academic progress for Term 1 only.
- Term 2 – End of Semester Report: This will show the academic progress for both Terms 1 and 2.
- Term 3 – Mid-Semester Report: This will show academic progress for Term 3 only.
- Term 4 – End of Semester Report: This will show academic progress for both Terms 3 and 4.

Reports are sent to a student's family, agent and homestay/relative in Australia and EQL.

The International Student Coordinator will also check your reports and monitor your progress. You may need to have interviews with a Deputy Principal, the Guidance Officer or your teachers.

Additionally, with the implementation of the new ATAR system for senior schooling, reporting will be completed upon the finishing of units, which may not align with the completion of the school term.

## **Illness**

If you are unwell or sick and cannot come to school, please make sure that your homestay or family rings the school and tells them.

If you are sick at school, please tell your teacher. You will need to go to the Administration Office to the Medical Room. You cannot go home unless you have been seen by the school staff. The school staff will then contact either the Homestay Coordinator or your homestay/family regarding collection and permission to leave the school grounds. You will need to be signed out at the office.

## **Study**

Some hints for effective study:

- Organise your work in different subject areas and study every day.
- Complete a weekly summary for each subject
- If the work is too difficult, speak to your teacher or ISP. You **MUST** do your homework.
- Try to watch the news every night with your Homestay family.
- Ask your Homestay parents to help you with your work.
- Speak English as much as possible – make a contract with your friends to speak English only at school.

## **Subject Selection**

The school will endeavour to meet each student's preferences in the choice of subjects studied; however, at times this may not be possible. For more detailed information regarding subject choices, see the school website <https://centenaryshs.eq.edu.au/curriculum/subjects-and-programs>

## **Text Books**

All textbooks will be provided by the school. The cost of hiring these books is included in your tuition fees paid to Education Queensland International. You are responsible for supplying your own stationery. It is suggested that you buy a bilingual print dictionary to use in exams as electronic dictionaries are not permitted.

## **Warning Letters**

Students who fail to abide by EQI policies may be issued with Warning letters. These letters can be issued for breaches of Behaviour codes, Attendance and Academic progress. A student's visa can be cancelled if a student receives three warning letters.

## **Working**

Although your visa officially allows you to work in Australia, our school is focused on your welfare. Your priority is to obtain successful educational outcomes and that means you need to show success in your studies before you begin work. We strongly suggest that you study at Centenary SHS for at least one semester and pass all subjects **before** you consider part-time work.

## **1800 Q Study**

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

The after-hours 1800 QSTUDY support service will be available before 9.00am and after 3.00pm on school days, and 24-hours during weekends, public holidays and school vacations to:

- Support and respond to enquiries from international students, authorised contacts and homestay providers
- Respond to incidents involving international students outside school hours.



## International Student Academic Support

At Centenary State High School there are many opportunities for International students to achieve academic success. As a senior student you are expected to take responsibility for your learning and engage with as many opportunities as possible.

The teaching and International staff are happy to assist you, however you have to request this assistance in a timely manner.

| Academic Opportunities:  | Availability  | Teacher Responsible    |
|--|---|------------------------|
| Online drafting and Assignment help                              | 24hrs / 7 days<br>International Academic OneNote 2019   | Mrs Spicer             |
| Subject specific information and Assessment details              | 24hrs / 7 days<br>Subject OneNote                       | Individual teachers    |
| Academic Skills (note taking, reference, research, organisation) | Tuesday PM Break<br>Week 1-6 of every term              | Mrs Spicer             |
| In-class support   | On request  | Mrs Spicer/ Will Moses |
| Before school/ Lunch time support                                | On request  | Mrs Spicer/ Will Moses |
| Homework club  | Monday afternoons 3-4pm<br><br>Tuesday afternoons 3-4pm | Mrs Spicer / HU12      |
| DIAL   | AM and PM Break in Upper GS block                       |                        |
| Subject Specific tutorials                                       | Term time (before school / lunch time)                  | Individual teachers    |
| Maths (Year 11)<br>Chemistry/Physics (Year 11/12)                | Thursday 8-8:40am GS19                                  | Math coordinator       |
| Academic Goal Setting  | Beginning of each term                                  | Mrs Spicer             |

## DUE DATES/ DRAFTS/ CHECKPOINTS

It is essential that you do not miss these dates. Failure to submit will impact your grades. If you do not think you will be able to make these dates, it is your responsibility to communicate this to your teacher **BEFORE** the date.

OneNote drafting should be submitted at least 3 days before due dates to allow for feedback. **NO DRAFTING** will be submitted on the due date.

### **13. Accommodation and welfare**

#### ***Care arrangements***

While studying you must live with:

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

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

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

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

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

### **14. 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
- 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.

## **15. 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.

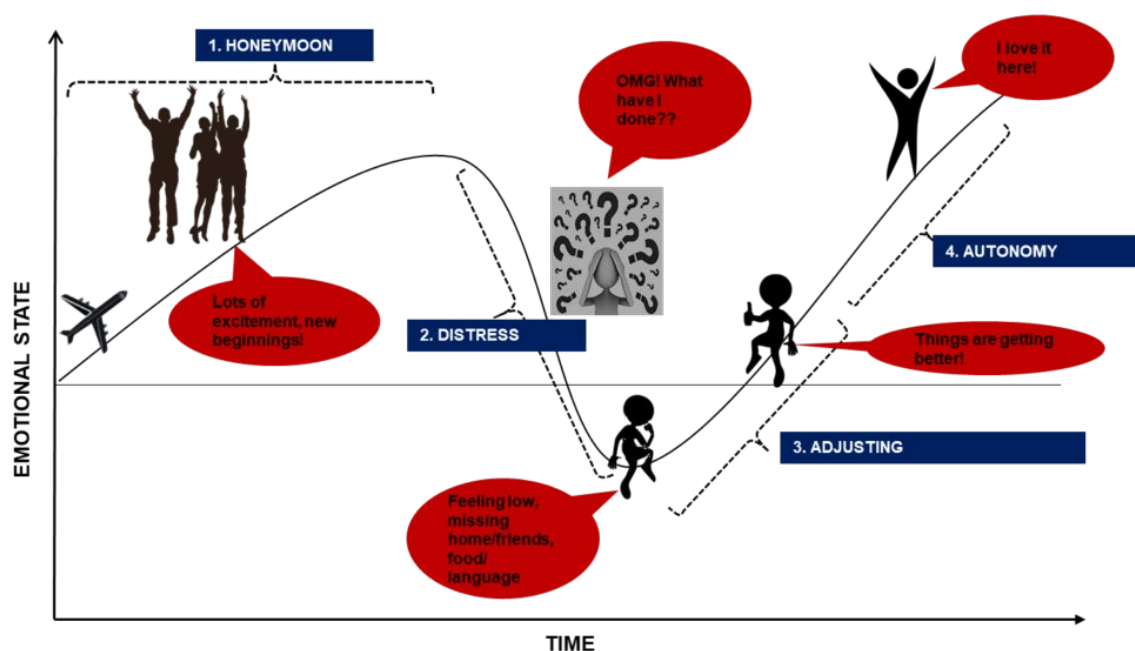
During this phase students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

### **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 **Centenary State High School**.



## 16. 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.

## 17. 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

## 18. Visa Conditions

### Attendance

Centenary State High School's attendance policy *[see page 7 of the student diary]* aims to ensure students are actively engaged in school and attend every day to ensure optimal individual outcomes and student engagement. We have high expectations of student attendance. Once you have enrolled at Centenary 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 **[3373 4503]** 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 *If arriving after roll call marking report to general office with your note / explanation. You will be issued with a late note which you should take with you to your next class.*
- School absence telephone number 3373 4503
- You are feeling unwell at school *Report to the office to sign into sickbay*

### ***How attendance is recorded at Centenary State High School***

Table 1 – Absence codes for full or part day absence

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

### ***At risk of failing to meet attendance requirements***

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

- you are absent for five consecutive days or more
- your attendance falls to 90% of your course contact hours in any school term
- 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

### **Course progress**

You must maintain satisfactory course progress for each study period as required by us and outlined in the Entry and course requirement standards. Maintaining satisfactory course progress is a condition of your student visa. If your course progress is not satisfactory, EQI report it to authorities and your student visa may be cancelled.

At Centenary 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
- a deferral or suspension of study is approved (see the [Deferral, Suspension and Cancellation Policy](#) section of the [EQI Standard Terms and Conditions](#))

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

### ***Unsatisfactory course progress***

Centenary 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 \(schools visa procedure\)](#)

### ***Behaviour***

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

The Centenary State High School Responsible Behaviour Plan 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
- comply with your Centenary State High School's rules – student code of conduct and school policy and procedures [[link code of conduct](#)]

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
- 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.

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

English as an Additional Language is designed for students for whom English is not their first or home language. It develops students' knowledge, understanding and language skills in Standard Australian English (SAE), and provides them with opportunities to develop higher-order thinking skills and to interpret and create texts for personal, cultural, social and aesthetic purposes.

At Centenary SHS all International Students are invited to participate in EAL/D classes, which are delivered by an experienced Senior English and EAL/D teacher, and supported in class and out of class by International teaching staff.

## 20. Additional study support programs

At Centenary State High School there are many opportunities for International students to achieve academic success. As a senior student you are expected to take responsibility for your learning and engage with as many opportunities as possible.

The teaching and International staff are happy to assist you, however you have to request this assistance in a timely manner.

| Academic Opportunities:                                      | Availability  | Teacher Responsible    |
|--|---|------------------------|
| Online drafting and Assignment help                          | 24hrs / 7 days<br>International Academic OneNote 2019 | Mrs Spicer             |
| Subject specific information and Assessment details          | 24hrs / 7 days<br>Subject OneNote                     | Individual teachers    |
| ESL lessons<br>English skill development and assignment help | Monday Lesson 3<br>Wednesday Lesson 4                 | Mrs Spicer             |
| In-class support   | On request  | Mrs Spicer/ Will Moses |
| Before school/ Lunch time support                            | On request  | Mrs Spicer/ Will Moses |
| Homework club  | Monday afternoons 3-4pm<br>Tuesday afternoons 3-4pm   | Mrs Spicer / HU12      |

At Centenary SHS all our International Students sign a Student Contract. This not only helps you be more accountable and independent but will also enhance your school experience.



## **EQI Student Contract – 2021**

*Standard terms and conditions*

### **Orientation Requirements**

For NEW high school students, you are expected to:

- Attend the Orientation course (including the Write that Essay workshop)
- Attend a Weekly Orientation meeting every Tuesday for 5 weeks
- Complete the Academic Skills Booklet in a timely manner
- Daily engagement with your buddy for the first 2 weeks

### **Course Progress**

For high school students, you are expected to fulfil the following requirements whilst studying at Centenary SHS:

- Complete all classwork to the best of your ability
- Submit all homework and assignments on time
- Arrive on time for all your classes
- Attend at least 1 ESL lesson each week (either Monday / Wednesday)
- Submit your Assessment Drafts to Mrs Spicer at least 2-3 days BEFORE DRAFT DUE DATE

### **General Admin**

All high school students are expected to:

- Check emails daily
- Check student notices daily
- Respond to email requests promptly
- Attend the weekly Monday Meeting (Am – Junior, PM – Senior)
- If you are away it is your responsibility to contact your teacher and arrange for any missed work
- Submit all Travel Request forms by Week 8
- Submit all Clearance forms before / on the due date

### **Engagement**

As a visiting International students, you are expected to ~~maximise~~ **maximise** your opportunities whilst studying at Centenary SHS. To enhance your experience you must commit to:

- Attending International Events such as the Term BBQ, Wednesday Sports, Excursions
- Getting involved in at least 1 School Club / group/ sport each year
- Participating in at least 1 of the School Sport Gala days (swimming/ athletics/ cross-country)
- Participate in major school events such as Camps, Semi-formals and Formals
- Once a year Volunteer time and effort to a charity or school event

*I have read and understood these conditions and will endeavor to meet all of them to the best of my ability.*

Student Name \_\_\_\_\_

Parent / Carer Name \_\_\_\_\_

ISC Name \_\_\_\_\_

Signature

Date: \_\_\_\_\_

Signature

Date: \_\_\_\_\_

Signature

Date: \_\_\_\_\_

## **21. 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.

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.

## **22. 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) | <a href="http://www.ahmoshc.com.au">www.ahmoshc.com.au</a>   |
| Allianz                            | <a href="http://www.allianzassistancehealth.com.au">www.allianzassistancehealth.com.au</a>                                 |
| BUPA Australia                     | <a href="http://www.bupa.com.au/health-insurance/oshc">www.bupa.com.au/health-insurance/oshc</a>                           |
| Medibank Private                   | <a href="http://www.medibank.com.au/overseas-health-insurance/oshc">www.medibank.com.au/overseas-health-insurance/oshc</a> |
| NIB Health Funds Limited           | <a href="http://www.nib.com.au/overseas-students">www.nib.com.au/overseas-students</a>                                     |

## **23. 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.

## **24. 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
- 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](#)

## **25. 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.

### **Overseas student Health Cover (OSHC)**

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

More information regarding fees can be found at the following link:

- [Fees](#)



## 26. Transfer policy

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

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

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

For more detailed information please see the following documents.

- [Entry and course requirements](#)
- [Standard Terms and conditions](#)

## 27. Complaints

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

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

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

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

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

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

## 28. Appeals

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

- to report you to authorities (see the [Attendance Policy](#) and [Course Progress Policy](#))
- not to defer or suspend your enrolment, as requested by you (see the [Deferral, Suspension and Cancellation Policy](#))
- to suspend or cancel your enrolment, as initiated by us (see the [Deferral, Suspension and Cancellation Policy](#))

- to refuse your request for a transfer (see the [Transfer Policy](#))
- as a result of your complaint to us (see the [Complaints Policy](#))

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

### **External appeal**

If you are not satisfied with the decision, you can lodge a complaint (**External Appeal**) with the Queensland Ombudsman by email to [ombudsman@ombudsman.qld.gov.au](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.

## **29. Travel and activities**

### **29.1. 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.

### **29.2. 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](#)
- [EQI sports leisure and recreation provider procedure](#)
- [Travel and activities request form](#)

### **29.3. 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.

### **30. 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](#)

### **31. School policy and procedures**

For further details on Centenary SHS’s policies and behaviours please visit the school website at the following link: [Link to policies](#) or the School Diary pages 10-15 and 18-24.

### **32. 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

### **33. Transport**

Depending where your school is in the state you may also wish to include a link to the relevant transport timetables. For example:

[Brisbane City Council Journey Planner](#)

[Townsville Local Bus Services and Timetables](#)

### **34. 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

### **35. House Structure**

Students at Centenary SHS are placed in one of 4 different houses for the purpose of Home Groups and sport. Being in a House will help you make friends and enhance your engagement with school.

### **36. School Leadership Opportunities**

There are many different ways Students can get involved in school and access leadership opportunities.

School Leaders:

- Two School Captains and two Vice Captains are elected in both the Junior and Senior Schools

- Two International Captains are elected in Year 12. These International Captains are supported by an International Ambassador (local student) and Wellness Ambassador
- School Leadership Forum made up of over 24 School Leaders, four from each year level. These representatives bring issues from their relevant year levels to the student forum where these matters are discussed and undertake many of the hands-on projects that arise within the school and wider community
- Year 12 Council operates to broaden the decision making and to address the concerns of the Year 12 body
- Senior mentors are selected from Year 10 and Year 11 to mentor and support new Year 7 students through their first months of secondary school
- Eight elected House Captains help organise and run activities such as sport and swimming carnivals and other inter-house activities with the House coordinators

### 37. 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.

### 38. Australian teenagers

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

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

### 39. Mealtimes

#### Breakfast

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

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

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

### **Lunch**

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

## **40. 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.

**41. 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).

**42. 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.

**43. 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.

**44. Transport to school**

If you live close to school, you may walk to school or ride a bike (please remember you are required by law to wear a helmet whilst riding a bike). Before you ride a bike to school, first ask your homestay parent to show you the *designated bikeway* to ensure this travel is safe.

If you live further away, you can catch a bus or your host parent may drive you. Overseas students are not eligible for a bus pass, so you will have to pay the bus fare to and from school [please check if this is correct for the bus service in your school area].

**45. Swimming**

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



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

#### 46. Surf and Beach safety

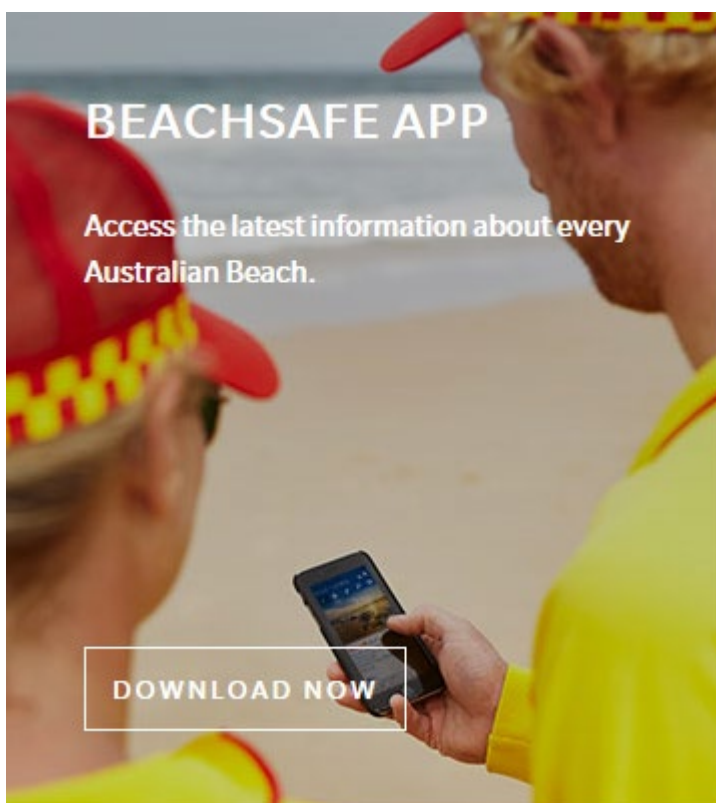
Queensland has some of the most beautiful beaches in the world. However, they can be dangerous for people who are not used to the ocean. Understanding the ocean is very important – the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself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

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

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

##### Useful links

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



### Sun safe

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

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

### 47. 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.**

***YOUR NEW CENTENARY SHS FRIENDS ARE WAITING TO MEET YOU!***

